User Guide

Welcome!

What is FedEx Ship Manager® Software?

Make managing your important FedEx® shipments faster and easier with FedEx Ship Manager® (FSM) Software. Built-in productivity tools streamline your shipping, tracking and reporting, freeing you up for other important tasks.

FedEx Ship Manager® (FSM) Software is easy to install and use, allowing you to save time, ship easily and get back to the work that matters most. Install FedEx Ship Manager® (FSM) Software today!

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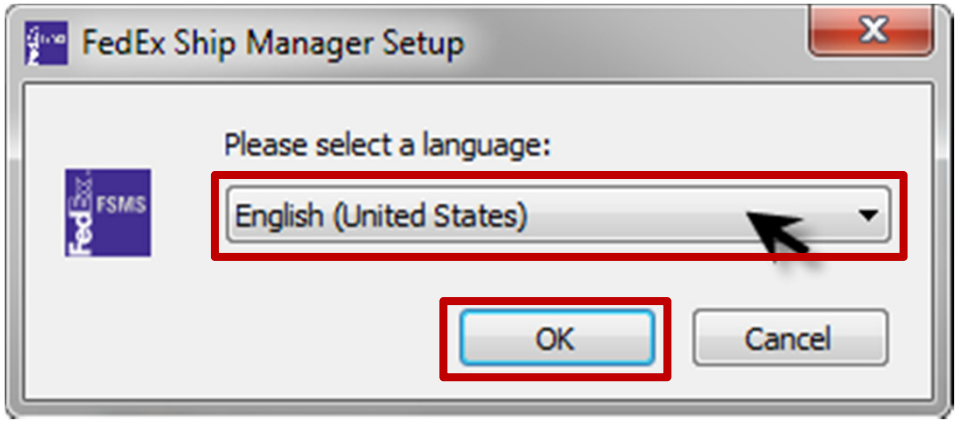
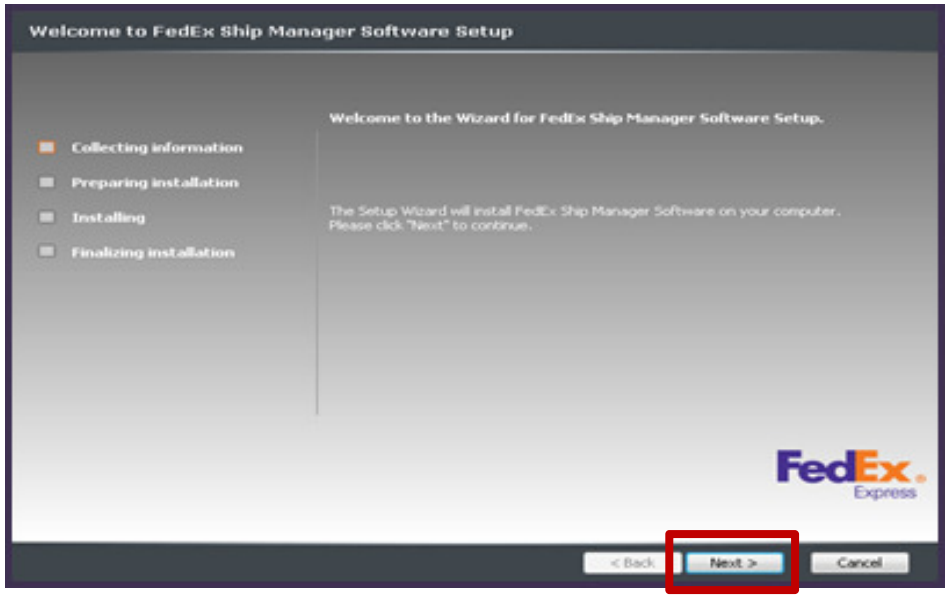
Setup

Click the "Download FedEx Ship Manager® Software" link in the "*FedEx Ship Manager® Software Request"* email we sent you. The FedEx Ship Manager® software installer should automatically start but if not, click the "Run" button.



Select your preferred language from the language drop down list.

Click "OK" button.


Welcome to FedEx Ship Manager Software Setup
Welcome to the Wizard for FedEx Ship Manager Software Setup.
Collecting information
Preparing installation
Installing
Finalizing installation
The Setup Wizard will install FedEx Ship Manager Software on your computer. Please click "Next" to continue.
FedEx Express
< Back
Next >
Cancel

Click "Next" button and follow the install prompts to guide you through the installation.

Setup - Continued

Please read the following license agreement carefully.
FEDEX SHIP MANAGER SOFTWARE LICENSE AGREEMENT
THIS DOCUMENT ("LICENSE AGREEMENT") SETS FORTH THE TERMS AND CONDITIONS UNDER WHICH YOU, AS A FEDEX CUSTOMER AND/OR ACCOUNT
I accept the terms in the License Agreement
I do not accept the terms in the License Agreement

Read the FSM Software license agreement

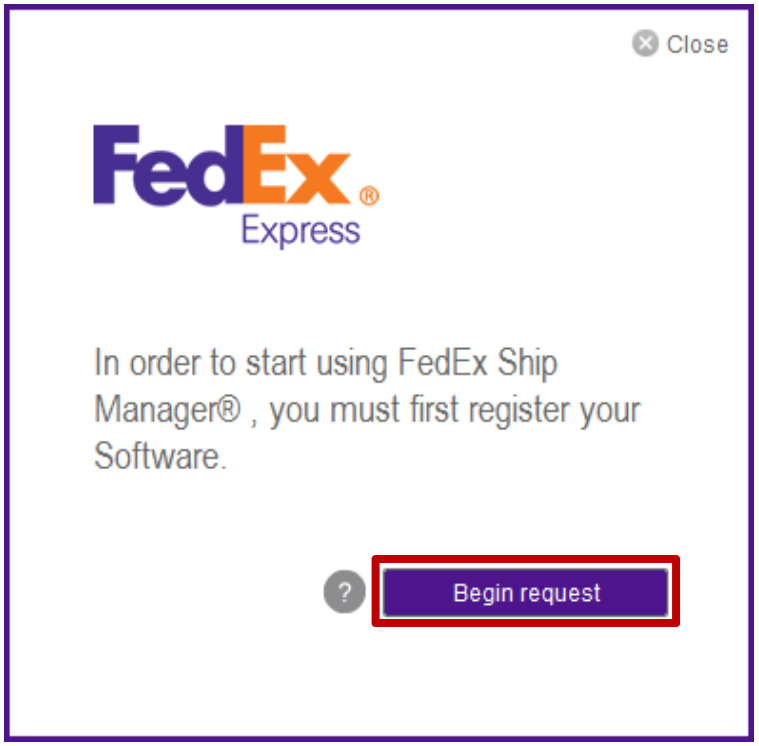
Select "I accept the terms in the License Agreement" radio button.

Click the "Next", "Install", and "Finish" buttons.

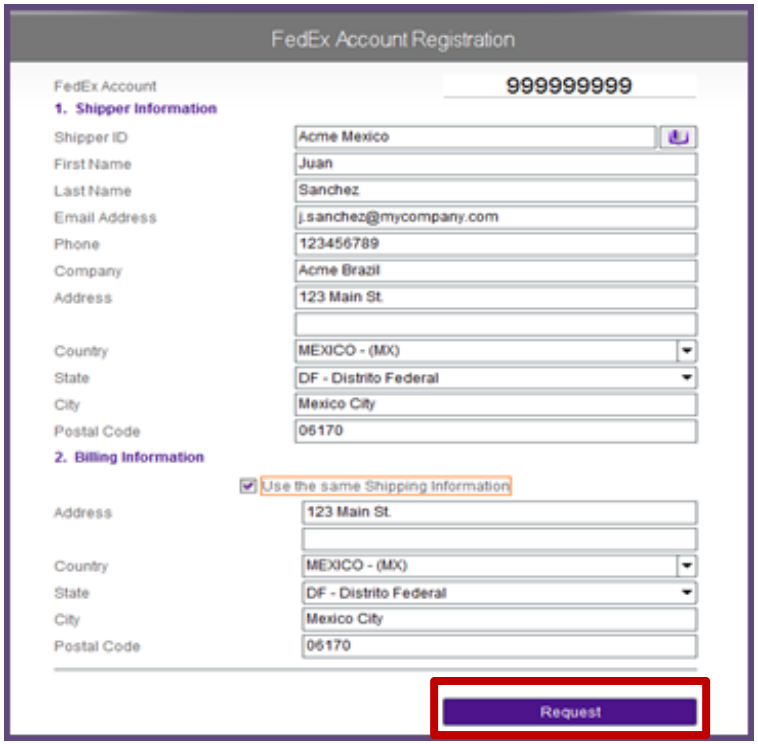
Hint: The software may take a minute or two before displaying the "Finish" button.
Hint: The software will automatically start after about 2 minutes.

Select your country from the "Installation Country" drop down list.
Click "Continue button".

Setup - Registration



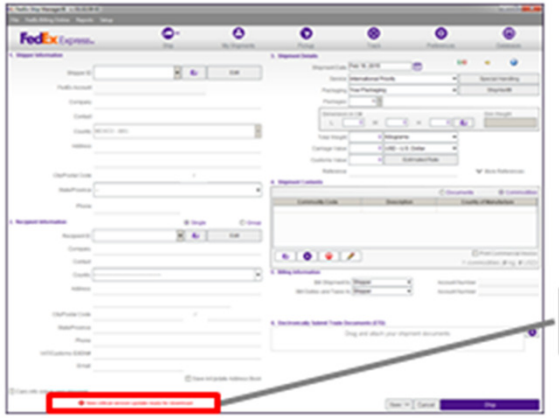
You must register your software before using. When prompted, click “Begin request” button.



Enter your FedEx Account number and a unique “Shipper ID”. The “Shipper ID” is a short code used to identify each unique sender in your company. A “Shipper ID” is required and can be any combination of letters, numbers, or special characters up to 20 in total. Complete the rest of the fields in the Shipper and Billing Information section then click the “Request” button.

Hint: When the registration is complete, the registration window will close and the FSM software shipping screen will appear.

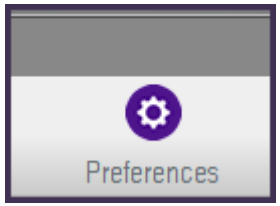
Setup – Updating Your Software



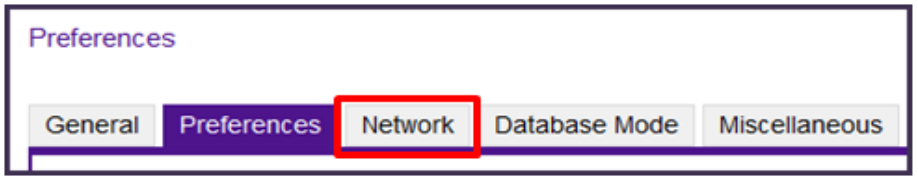
Look towards the bottom of the screen. If you see a message saying “New critical version update ready for download” please click the message to begin your update. Follow the on screen prompts to perform update. If you see a message saying your software is up to date, please proceed to the next section.

Hint: If no message appears then your computer network probably uses a proxy server to connect to the internet. To configure your proxy server please follow the “Configure your proxy server” steps below.

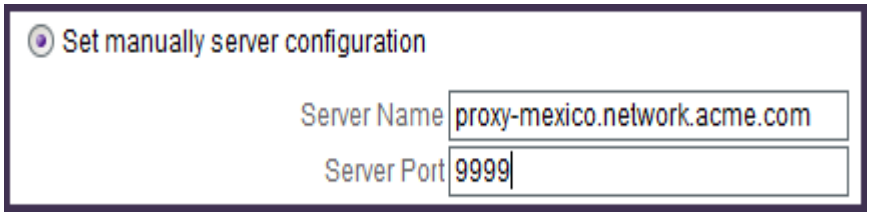
Configure your proxy server



Look to the top and to the right of the shipping screen. Click the “Preferences” icon.

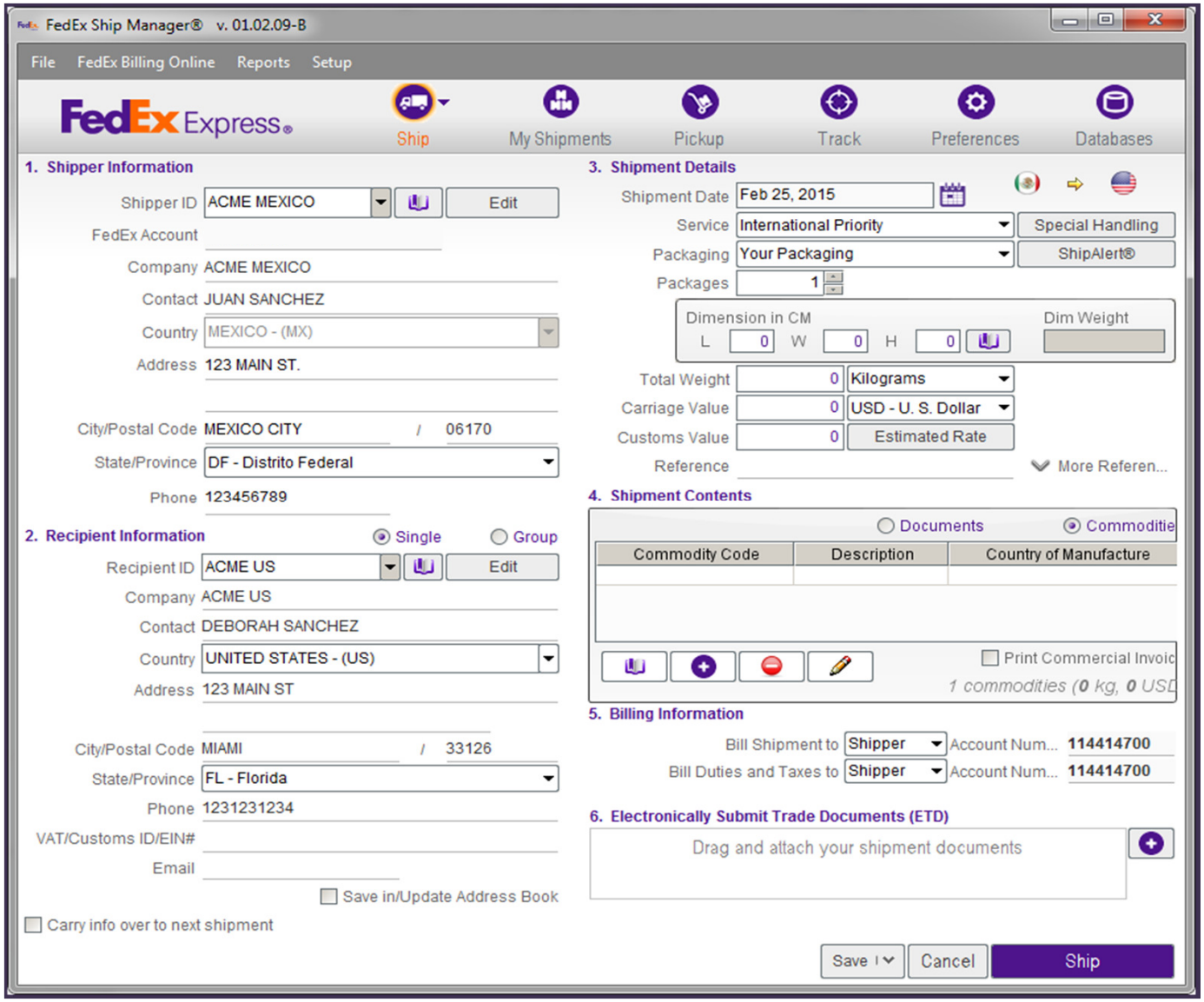


Click the “Network” tab.

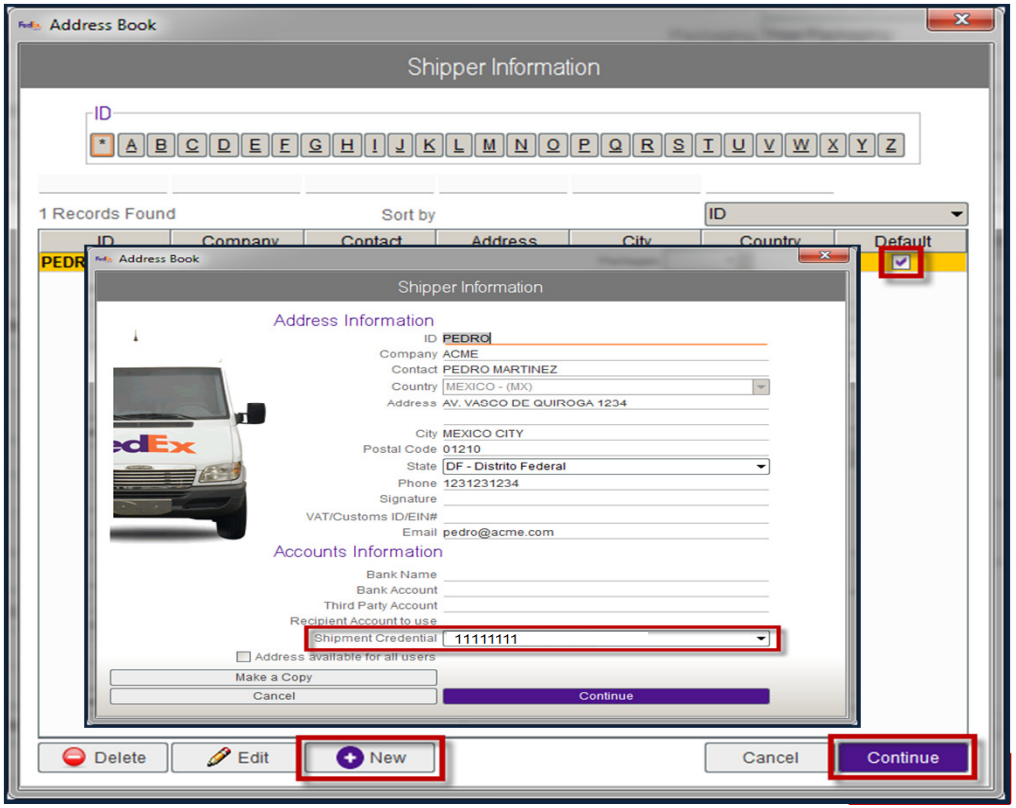


Click “Set manually server configuration” radio button.
Enter your network's “Server Name”.
Enter your network's “Server Port” and click “Save” button.
Hint: Your IT Department will have your Server Name & Port information readily available.

Ship


FedEx Ship Manager® v. 01.02.09-B
File FedEx Billing Online Reports Setup
FedEx Express
Ship My Shipments Pickup Track Preferences Databases
1. Shipper Information
Shipper ID ACME MEXICO Edit
FedEx Account
Company ACME MEXICO
Contact JUAN SANCHEZ
Country MEXICO - (MX)
Address 123 MAIN ST.
City/Postal Code MEXICO CITY / 06170
State/Province DF - Distrito Federal
Phone 123456789
2. Recipient Information Single Group
Recipient ID ACME US Edit
Company ACME US
Contact DEBORAH SANCHEZ
Country UNITED STATES - (US)
Address 123 MAIN ST
City/Postal Code MIAMI / 33126
State/Province FL - Florida
Phone 1231231234
VAT/Customs ID/EIN#
Email
Save in/Update Address Book
Carry info over to next shipment
3. Shipment Details
Shipment Date Feb 25, 2015
Service International Priority Special Handling
Packaging Your Packaging ShipAlert®
Packages 1
Dimension in CM L 0 W 0 H 0 Dim Weight
Total Weight 0 Kilograms
Carriage Value 0 USD - U. S. Dollar
Customs Value 0 Estimated Rate
Reference More Referen...
4. Shipment Contents
Documents Commoditie
Commodity Code Description Country of Manufacture
Print Commercial Invoic
1 commodities (0 kg, 0 USD
5. Billing Information
Bill Shipment to Shipper Account Num... 114414700
Bill Duties and Taxes to Shipper Account Num... 114414700
6. Electronically Submit Trade Documents (ETD)
Drag and attach your shipment documents
Save Cancel Ship

Ship - Create Shipper and Recipient Address Book



No need to type and retype address information anymore! The FSM Software's address books are designed to store the address information of your shippers and recipients.

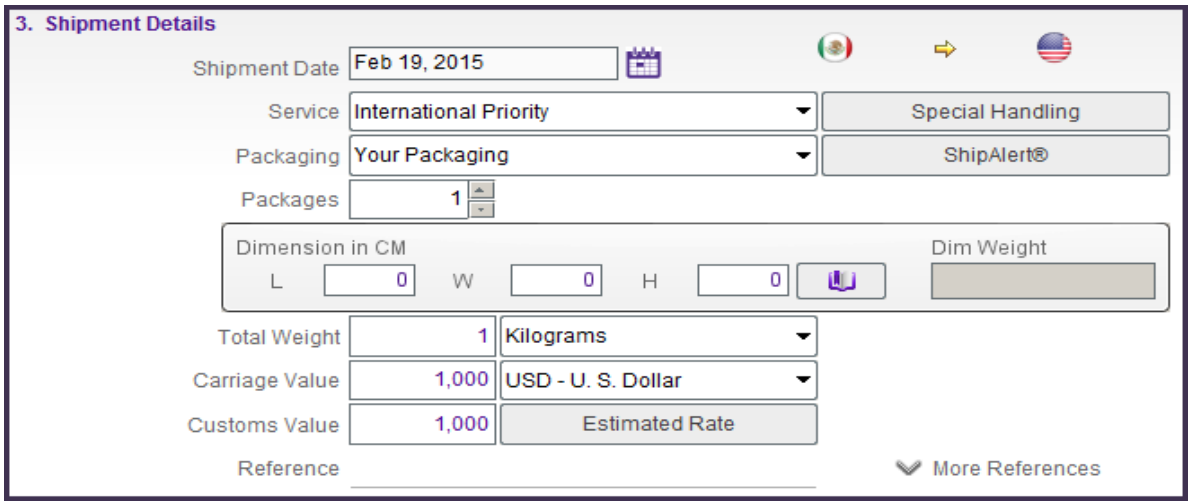
Access the address books from the shipping page by clicking the address book icon located to the right of the Shipper & Recipient ID field.

To store addresses in your Sender & Recipient address book:

Click the address book icon.
Click the "New" button.
Enter address information
Click "Continue" button.

Hint: In the shipper address book, be sure to select a FedEx account number from the "Shipment Credential" drop down list.
Hint: Set a default address by selecting the "Default" tick box for one of the stored addresses.

Ship - Create Shipping Label



*** Shipment Date**
Enter today's date or up to 10 days in the future.

*** Service**
Choose the FedEx shipping service you want.

*** Packaging**
From the Packaging drop down list; select the FedEx packaging that fits your shipment.

*** Packages**
Choose how many packages are included in your shipment.

Dimensions
When you select "Your Packaging"; please enter the package(s) length, width and height.

** Required field*

*** Total Weight**
Enter the combined "Total Weight" of all packages in your shipment.

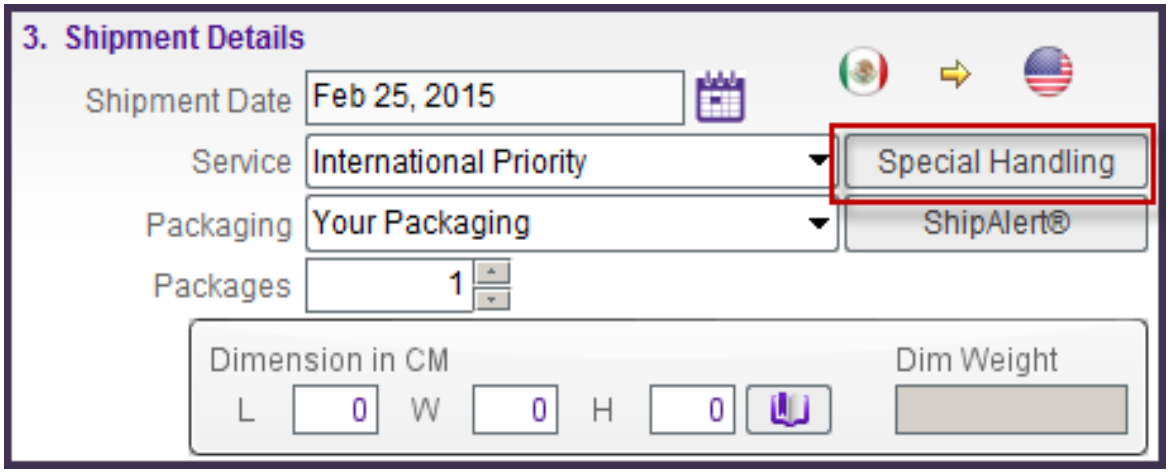
Carriage Value
The Carriage Value of a shipment represents the FedEx maximum liability in connection with a shipment. Please see the FedEx Service Guide for complete details.

Customs Value
Enter the total Customs Value of the shipment. The Customs Value represents the selling price or fair market value of the contents of the shipment, even if not being sold. The Customs Value must be consistent with the value shown on the Commercial Invoice.

Estimated Rate & Delivery Date
Estimated shipping rates help you avoid shipment rate surprises and determine when your shipment will be delivered. To obtain an estimated shipping rate and/or estimated delivery day, click the "Estimated Rate" button. After the rate is displayed, click the down arrow to view the estimated rate and delivery date details.

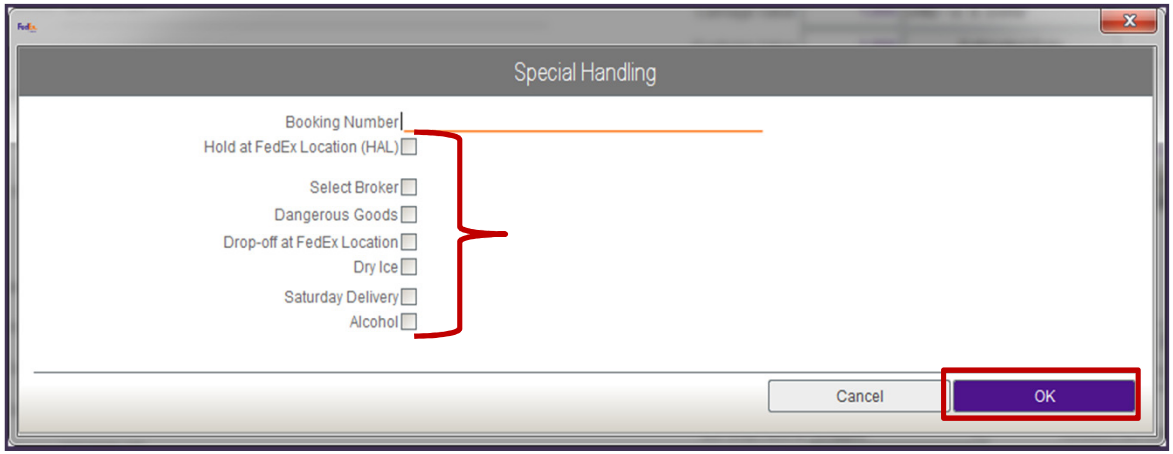
Reference & More References
You have the option to enter reference information for every shipment. The reference information you enter can be seen on your FSM Software shipping reports and your FedEx invoice.

Ship - Create Shipping Label - Special Handling



FedEx offers a wide range of Special Handling options. Use these options to specify special handling or billing for your shipments.

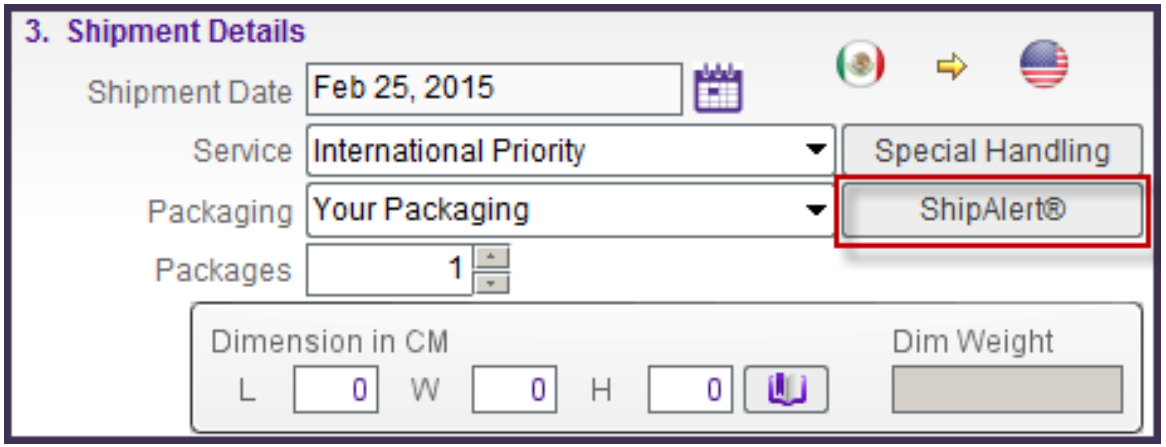
Click the “Special Handling” button to view the Special Handling options.



Click the radio button to select your “Special Handling” option.

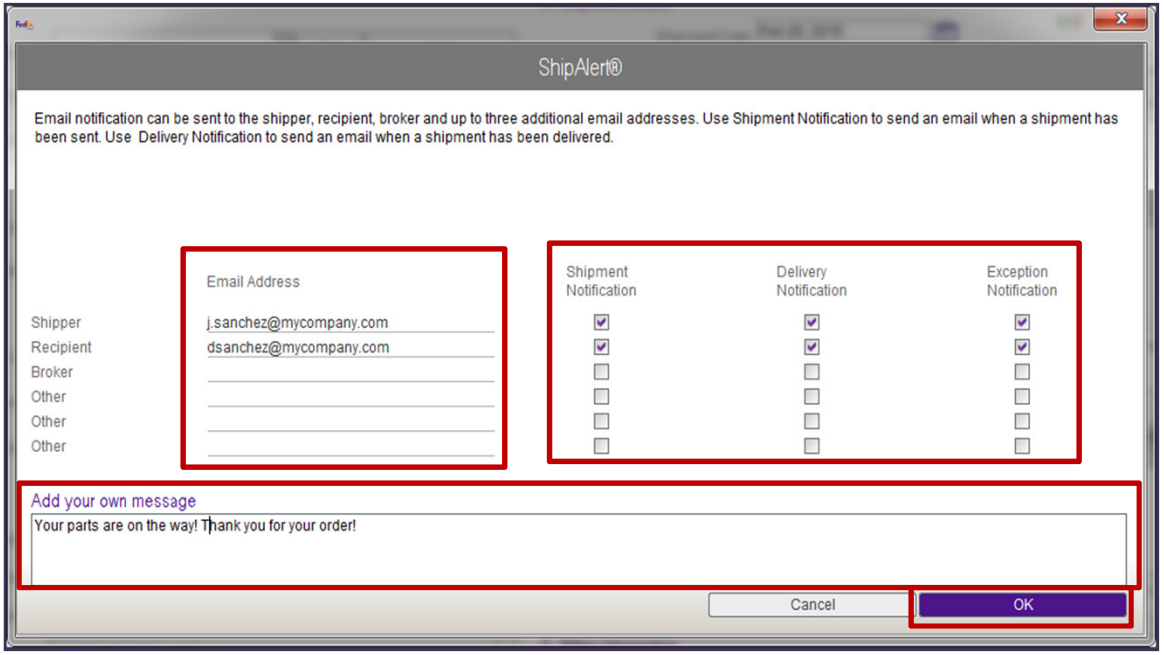
Click “OK” button.

Ship - Create Shipping Label – ShipAlert®



With FedEx ShipAlert®, you can send shipping notifications to yourself and others.

Click the ShipAlert® button


ShipAlert®
Email notification can be sent to the shipper, recipient, broker and up to three additional email addresses. Use Shipment Notification to send an email when a shipment has been sent. Use Delivery Notification to send an email when a shipment has been delivered.
Email Address
Shipment Notification
Delivery Notification
Exception Notification
Shipper
j.sanchez@mycompany.com
Recipient
dsanchez@mycompany.com
Broker
Other
Other
Other
Add your own message
Your parts are on the way! Thank you for your order!
Cancel
OK

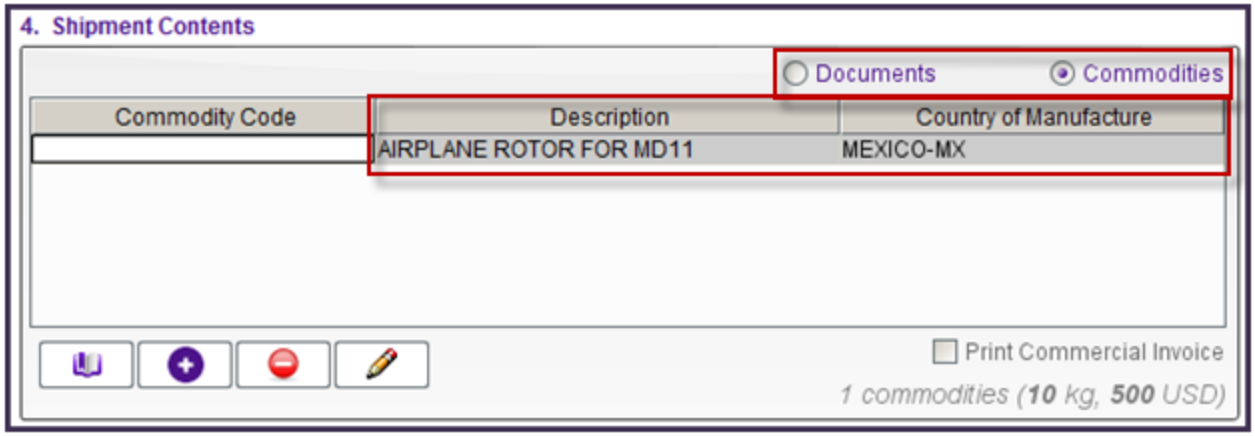
Enter up to 6 email addresses for notification then click the notification type(s):

- Shipment notification
- Delivery notification and/or
- Exception notification

Add your own personal message (optional)

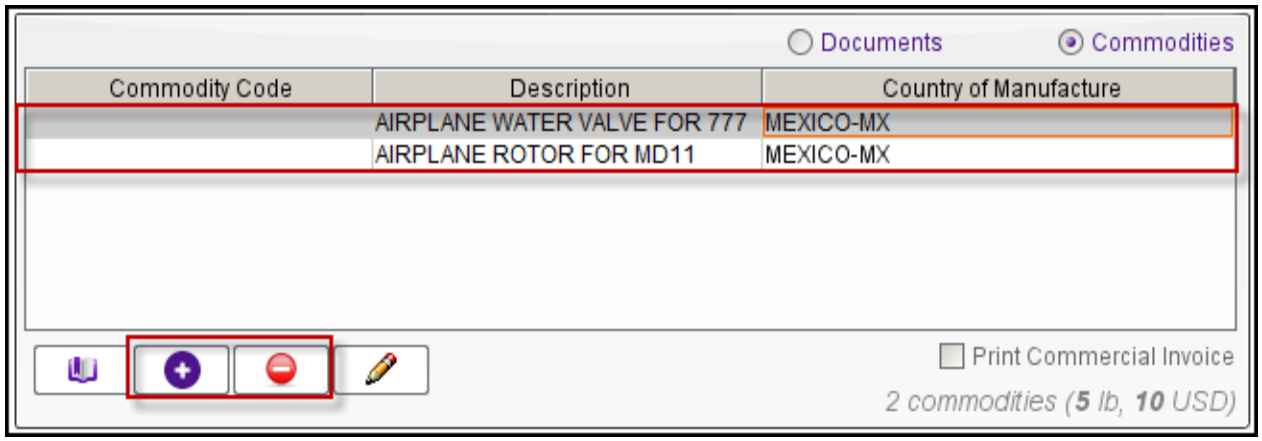
Click “OK” button

Ship - Create Shipping Label – Shipment Contents



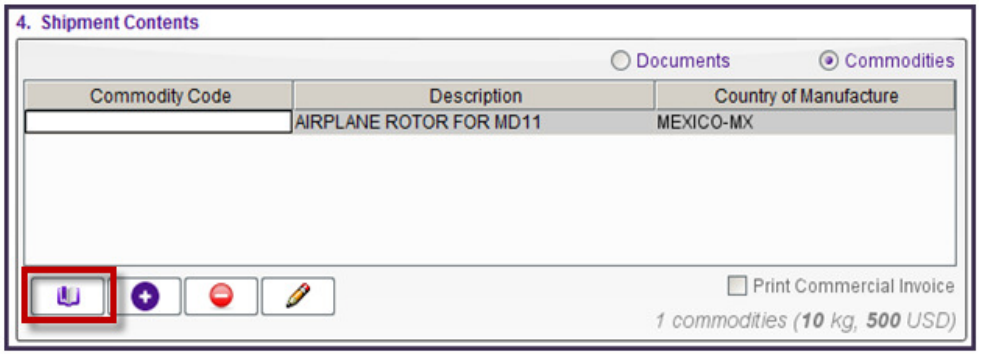
Select either the Documents or Commodities radio button.

Enter Document or Commodities "Description" and "Country of Manufacture".



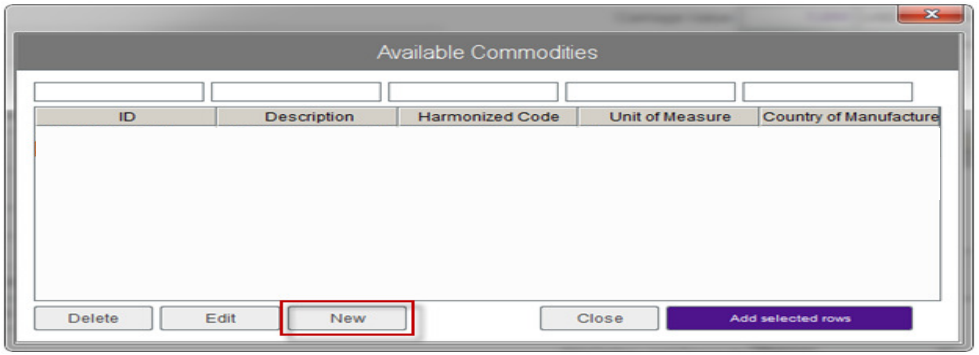
Click the "Add" or "Remove" Commodities icon to add or remove commodities to and from your shipment.

Ship - Create Shipping Label – Commodity Database

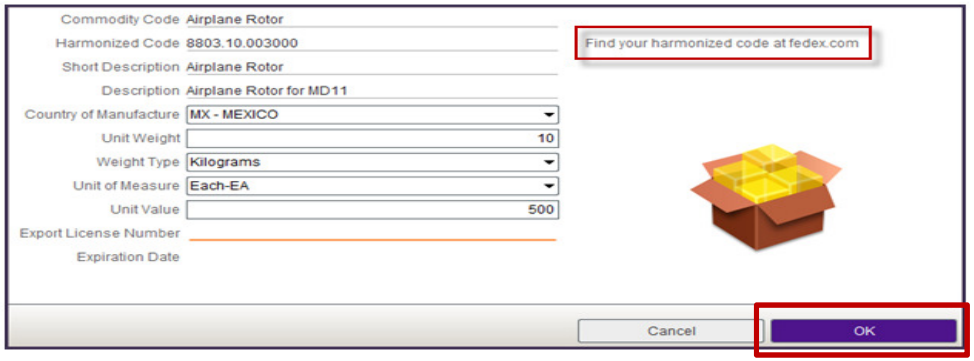


The FSM Software commodity database allows you to store commodity information just like the Sender and Recipient databases. This important feature can save you a lot of time and reduce customs delays by ensuring commodity information is accurate, complete and legible for customs officials.

Click the Commodity Database icon to open your FSM software commodity database.



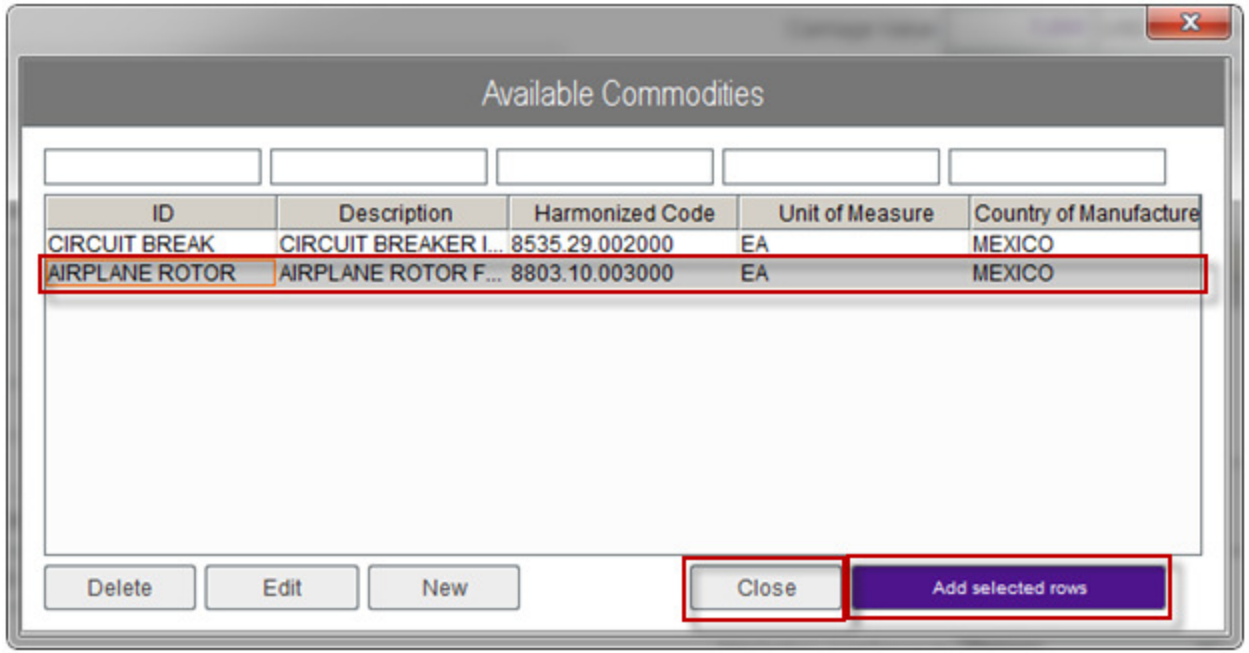
Click “New” button.



Enter as much Commodity information as possible.
Click “OK” button.

Hint: You can use the FedEx Harmonized Code lookup tool by clicking on the “Find your harmonized code at fedex.com” link. (Login to fedex.com required)

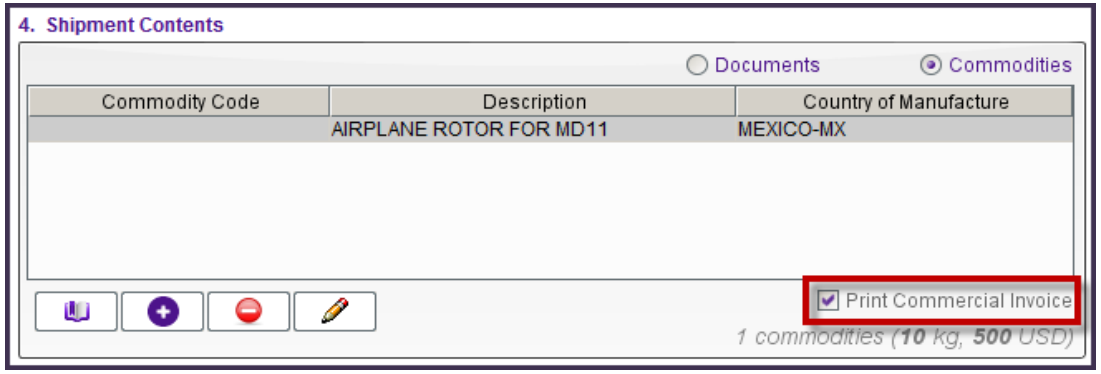
Ship - Create Shipping Label – Commodity Database Continued



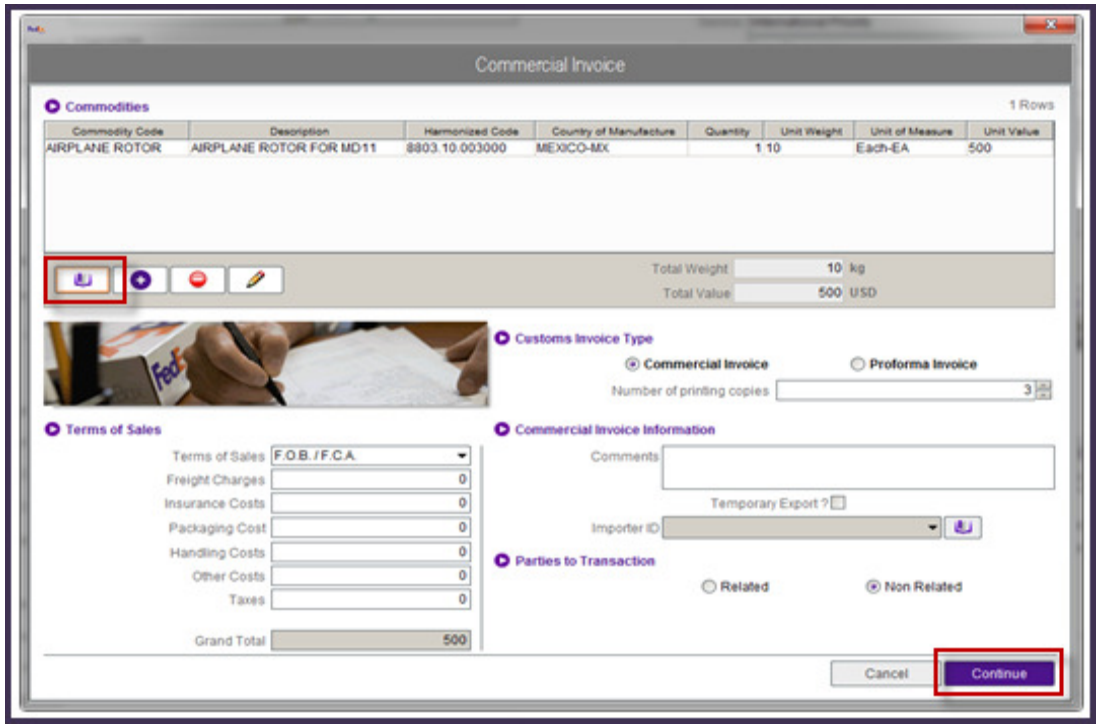
Select commodity(s) from list of available commodities.

Click “Add selected rows” button.
Click “Close” button.

Ship - Create Shipping Label – Commercial Invoice



If you would like for FSM Software to automatically create a Commercial Invoice for you then check the “Print Commercial Invoice” check box.



Enter commodity details by field or by selecting stored commodities from the commodity code database.

Select the “Continue” button to close the Commercial Invoice” window.

Ship - Create Shipping Label – Billing information

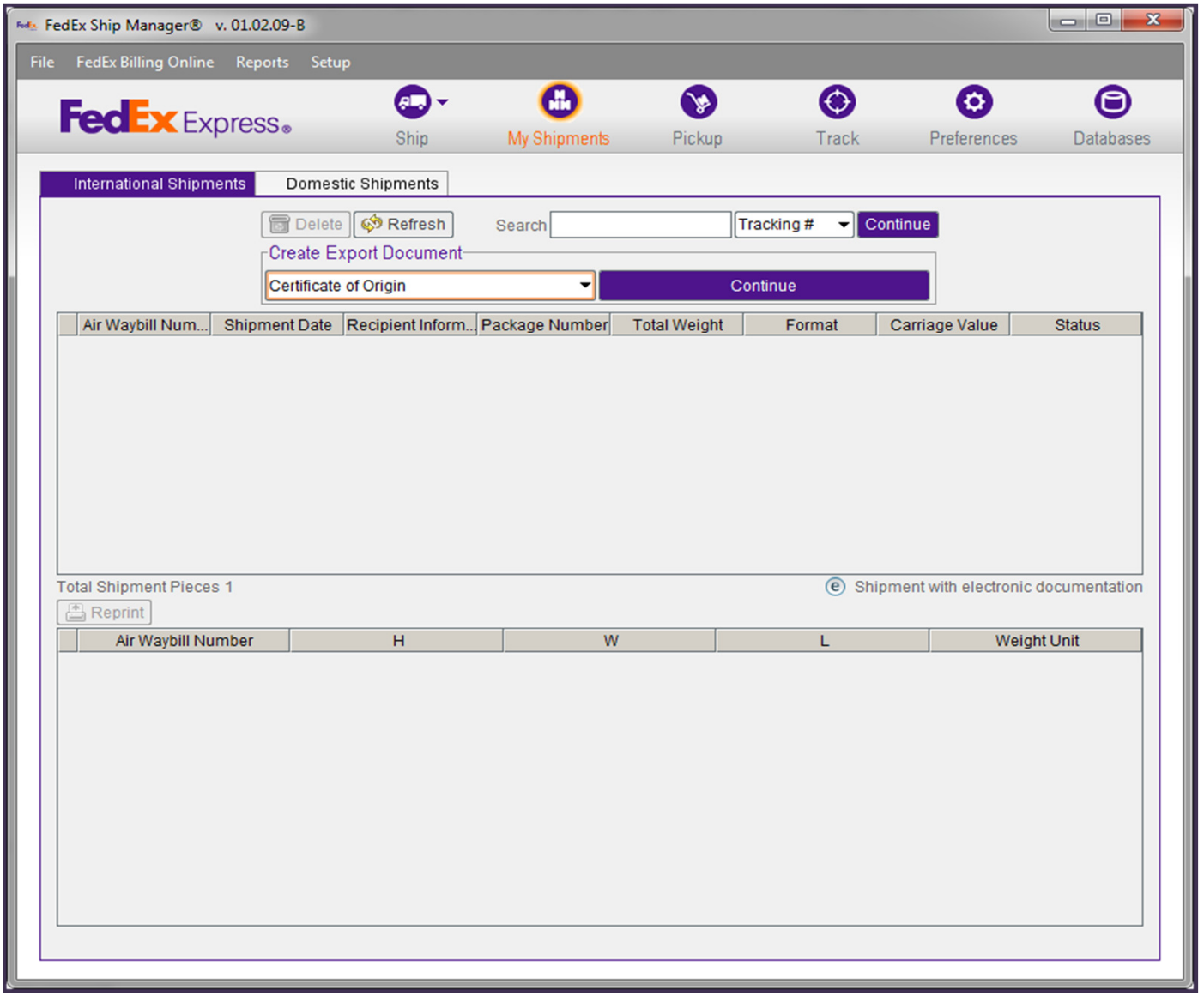
Select payer for both transportation and Duties & Taxes.

Note: FedEx account number required.

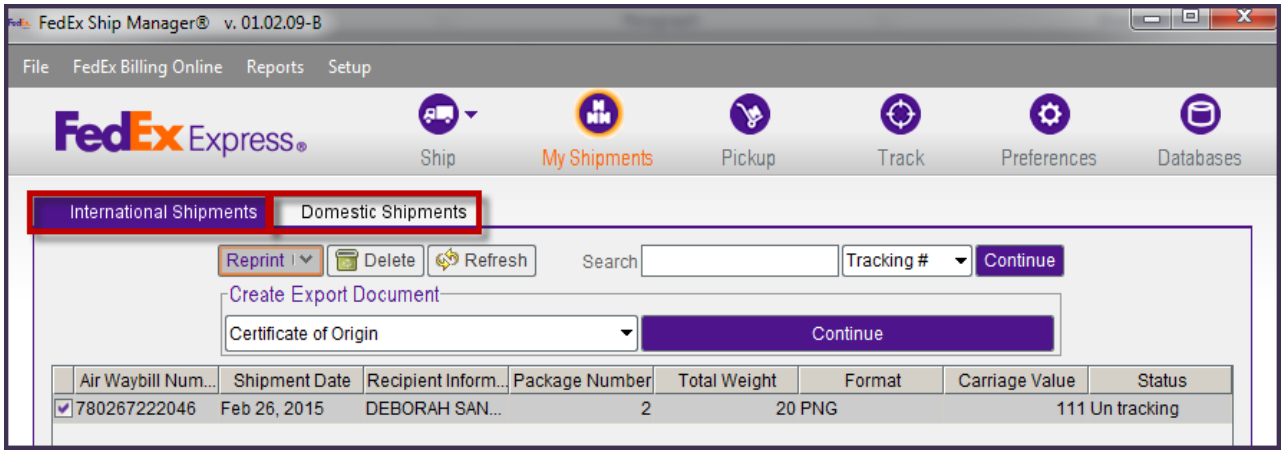
Click the “Ship” button to create your shipping labels and Commercial Invoice.

Setup | Ship | My Shipments | Pickup | Track | Preferences | Databases

My Shipments



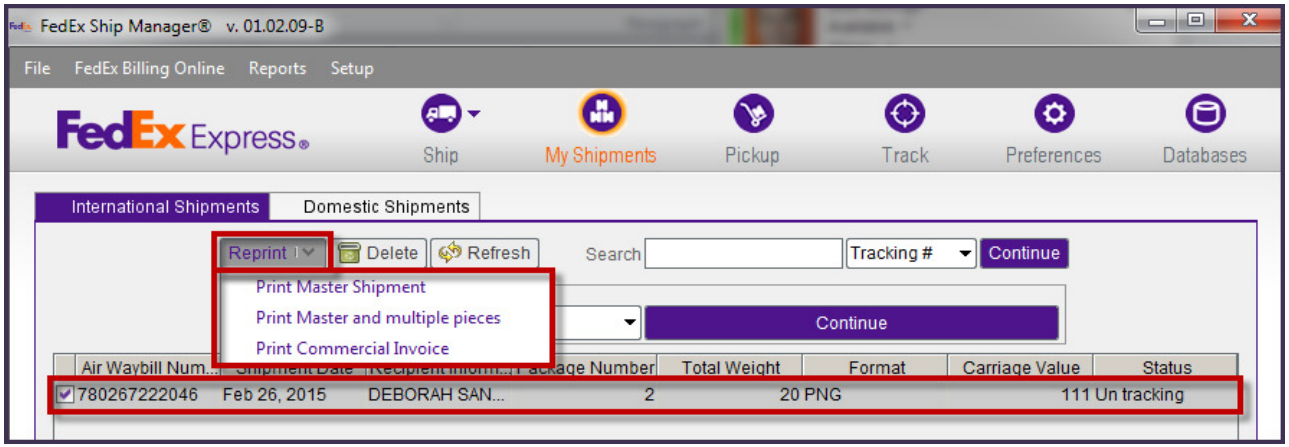
My Shipments – International & Domestic

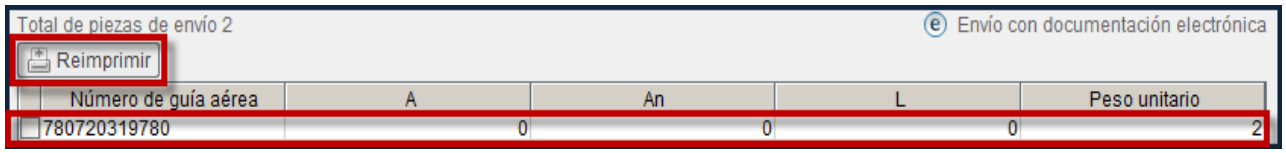

FedEx Ship Manager® v. 01.02.09-B
File FedEx Billing Online Reports Setup
FedEx Express
Ship My Shipments Pickup Track Preferences Databases
International Shipments Domestic Shipments
Reprint Delete Refresh Search Tracking # Continue
Create Export Document
Certificate of Origin Continue
Air Waybill Num... Shipment Date Recipient Inform... Package Number Total Weight Format Carriage Value Status
780267222046 Feb 26, 2015 DEBORAH SAN... 2 20 PNG 111 Un tracking

Click the “My Shipments” icon to enter the “My Shipments” page. Here, you’ll find a list of your most recent shipments.

Note: International and domestic shipments are displayed separately.

My Shipments – Reprint shipping labels


FedEx Ship Manager® v. 01.02.09-B
File FedEx Billing Online Reports Setup
FedEx Express
Ship My Shipments Pickup Track Preferences Databases
International Shipments Domestic Shipments
Reprint Delete Refresh Search Tracking # Continue
Print Master Shipment
Print Master and multiple pieces
Print Commercial Invoice
Continue
Air Waybill Num... Package Number Total Weight Format Carriage Value Status
780267222046 Feb 26, 2015 DEBORAH SAN... 2 20 PNG 111 Un tracking

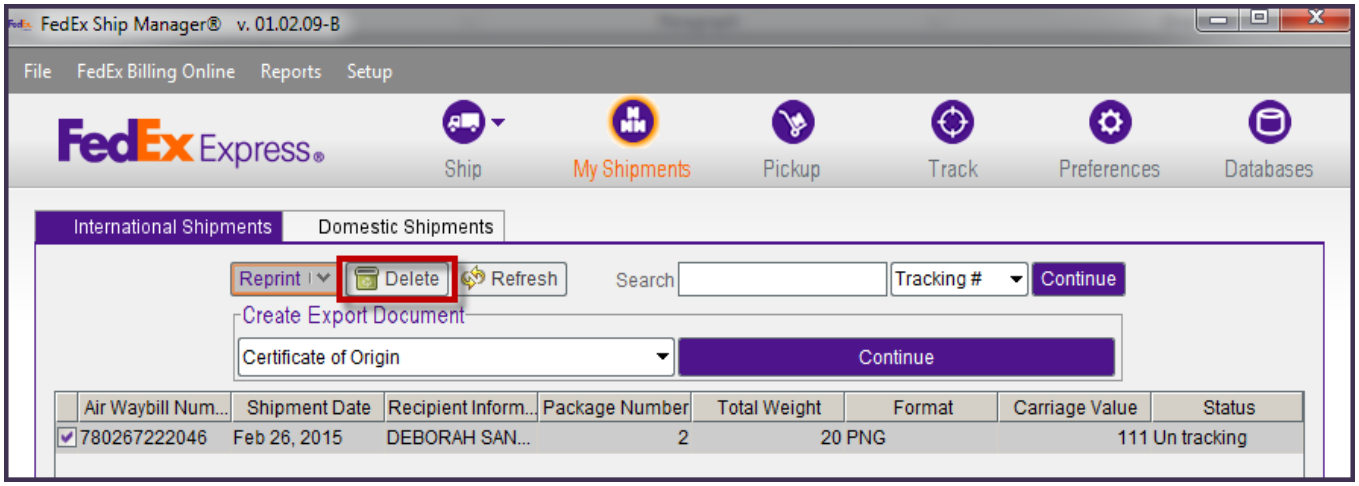

Total de piezas de envío 2
Envío con documentación electrónica
Reimprimir
Número de guía aérea A An L Peso unitario
780720319780 0 0 0 2

Select the tick box to the left of the tracking number then:

Click “Reprint” drop down list to select either reprint the shipment’s shipping labels or Commercial Invoice.

Reprint individual labels for multiple piece shipments by selecting the tracking number then clicking “Reprint” button.

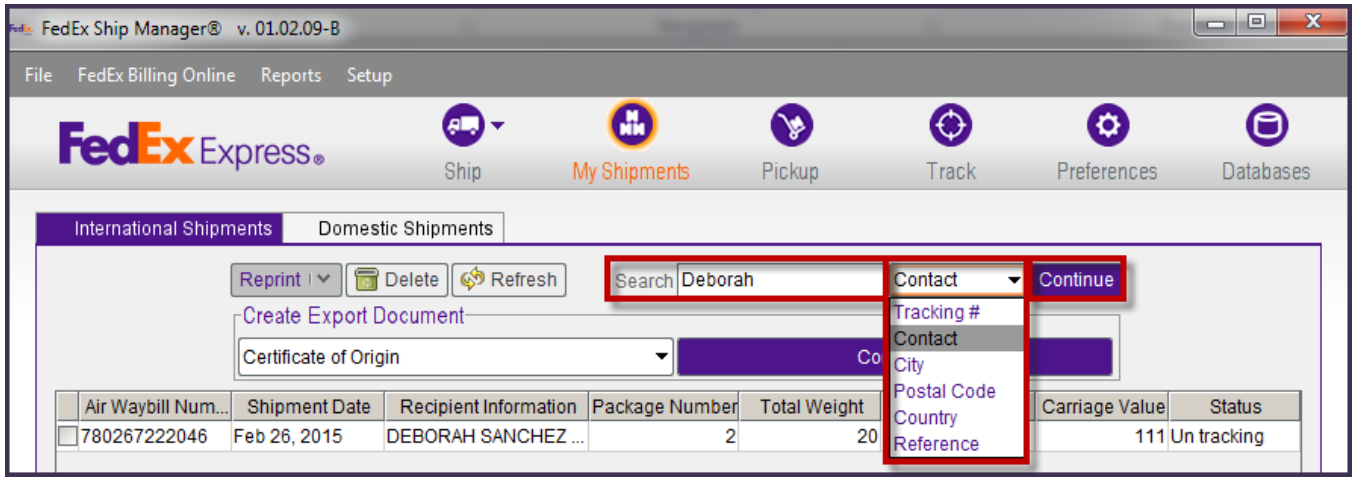
My Shipments – Deleting Packages & Shipments



Select the tick box to the left of the tracking number.

Click the “Delete” button to cancel your shipment.

My Shipments – Searching for Shipments



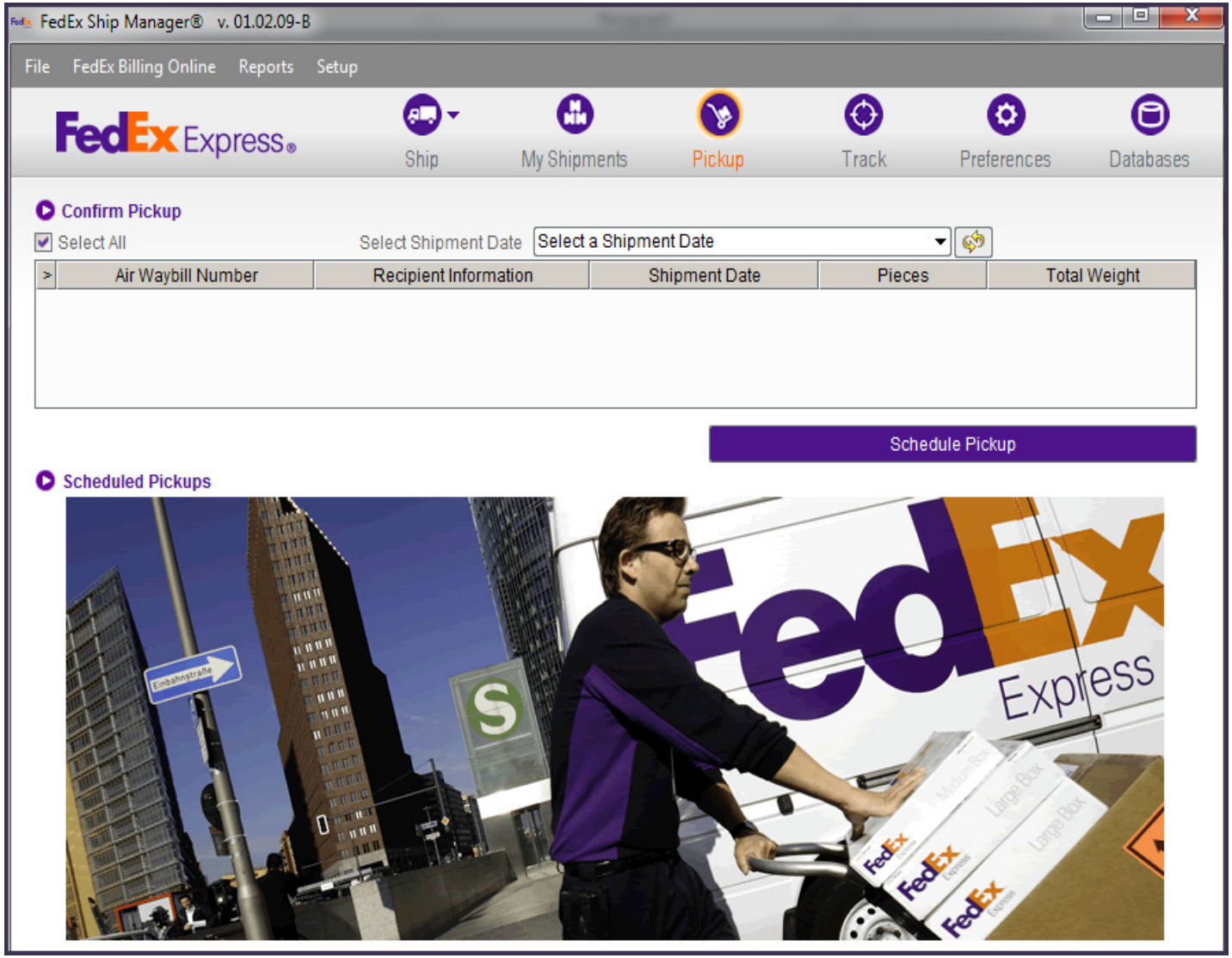
Search for specific shipments by the tracking number, contact name, city, postal code, country, or shipment reference.

Select search type from the drop down list.

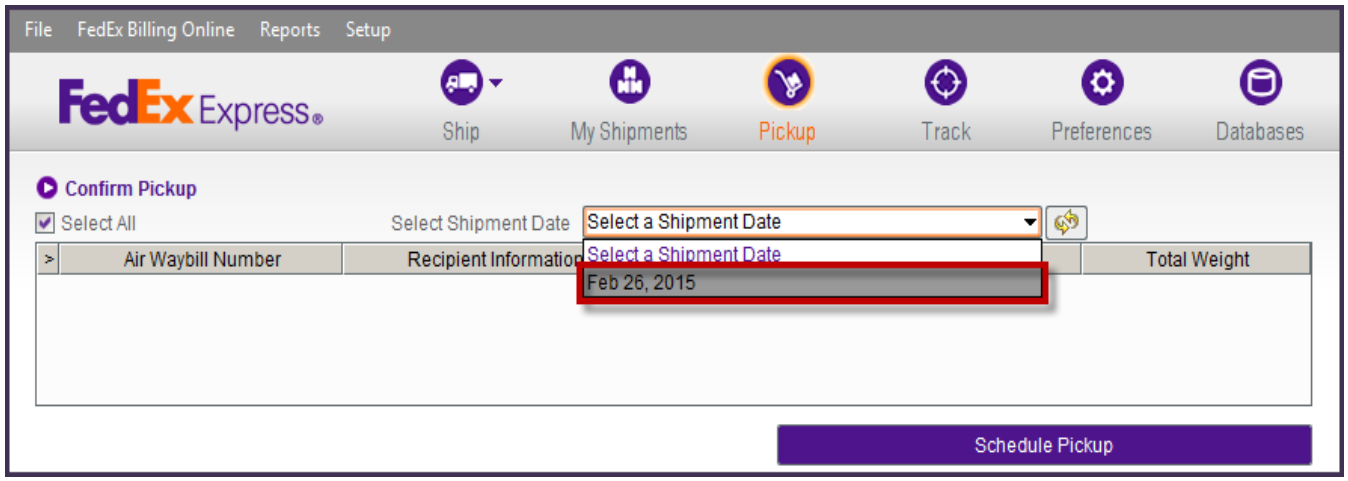
Type all or part of the word.

Select “Continue” button.

Pickup


FedEx Ship Manager® v. 01.02.09-B
File
FedEx Billing Online
Reports
Setup
FedEx Express
Ship
My Shipments
Pickup
Track
Preferences
Databases
Confirm Pickup
Select All
Select Shipment Date
Select a Shipment Date
Air Waybill Number
Recipient Information
Shipment Date
Pieces
Total Weight
Schedule Pickup
Scheduled Pickups
Express

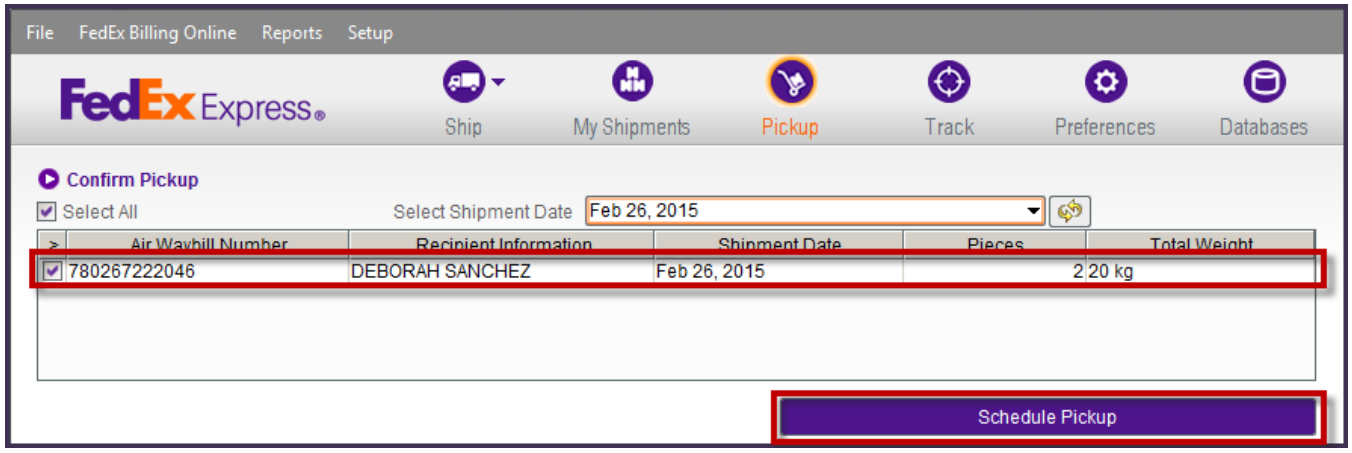
Pickup – Requesting a Pickup



To request a FedEx pickup click the “Pickup” icon.

Click the “Select Shipment Date” drop down list.

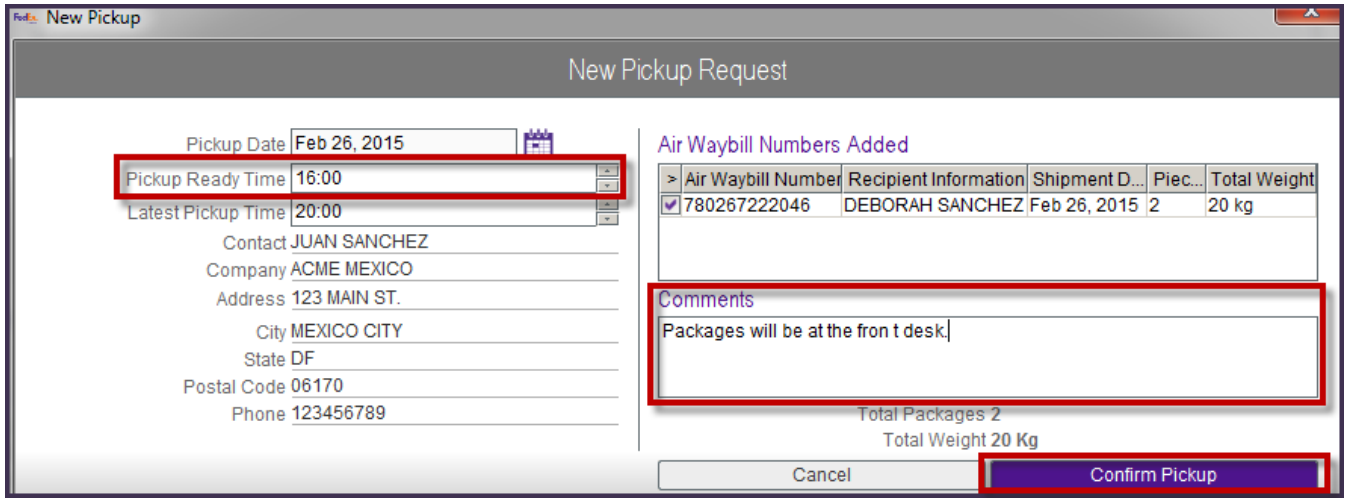
Click the shipment date for the package(s) you want to schedule a pickup.



Click the tick box for each of the package(s) you want picked up.

Click the “Schedule Pickup” button.

Pickup – Requesting a Pickup - Continued

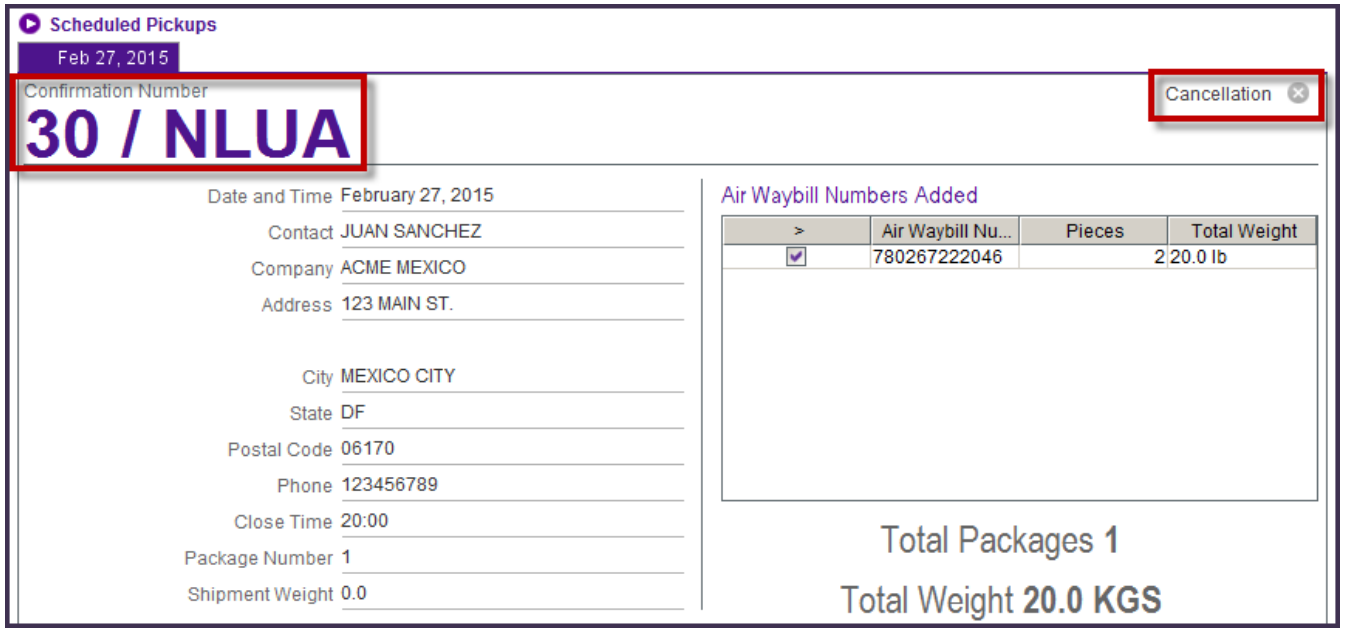


Enter “Pickup Ready Time”

Update “Latest Pickup Time” & Contact information if necessary.

Add “Comments” for the FedEx Courier like specific package location or supply request.

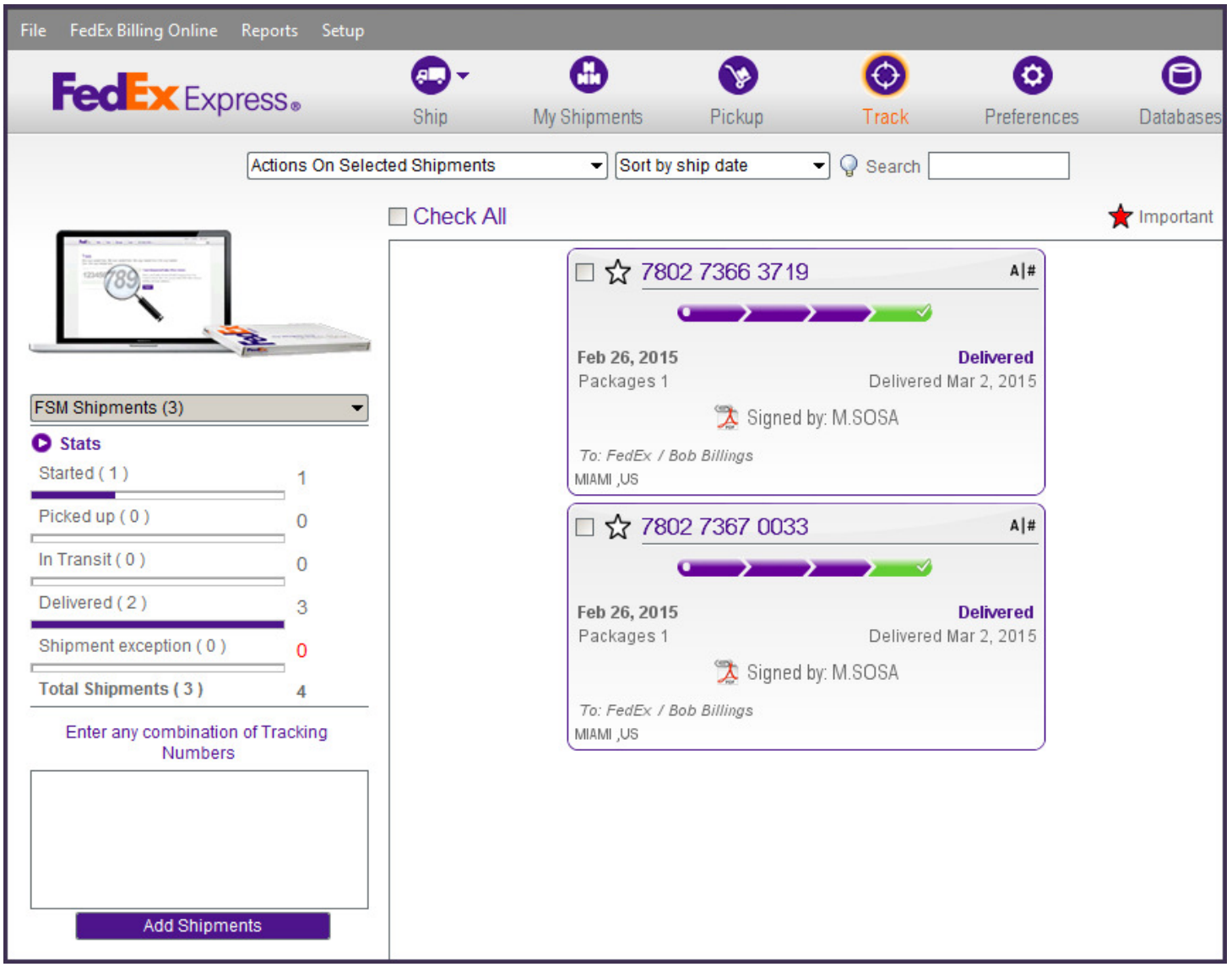
Click “Confirm Pickup” button.



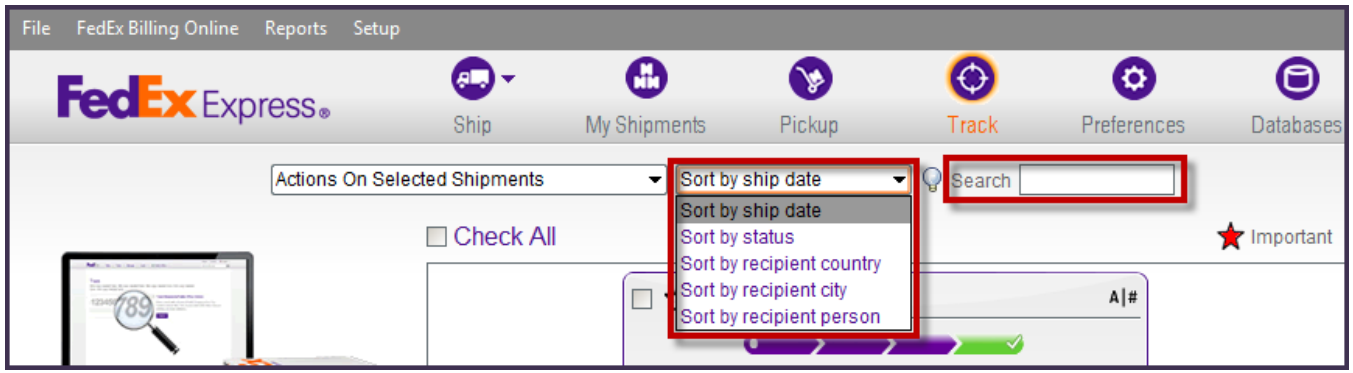
Your “Pickup Confirmation Number” will display on the left side of the screen.

Note: The “Pickup Cancelation” link is also displayed on this page. Click the link to Cancel your Pickup.

Track


File
FedEx Billing Online
Reports
Setup
FedEx Express
Ship
My Shipments
Pickup
Track
Preferences
Databases
Actions On Selected Shipments
Sort by ship date
Search
Check All
Important
7802 7366 3719
A|#
Feb 26, 2015
Delivered
Packages 1
Delivered Mar 2, 2015
Signed by: M.SOSA
To: FedEx / Bob Billings
MIAMI ,US
7802 7367 0033
A|#
Feb 26, 2015
Delivered
Packages 1
Delivered Mar 2, 2015
Signed by: M.SOSA
To: FedEx / Bob Billings
MIAMI ,US
FSM Shipments (3)
Stats
Started (1) 1
Picked up (0) 0
In Transit (0) 0
Delivered (2) 3
Shipment exception (0) 0
Total Shipments (3) 4
Enter any combination of Tracking Numbers
Add Shipments

Track – Search and Signature Proof of Delivery



Select the “Track” icon from the top of your screen.

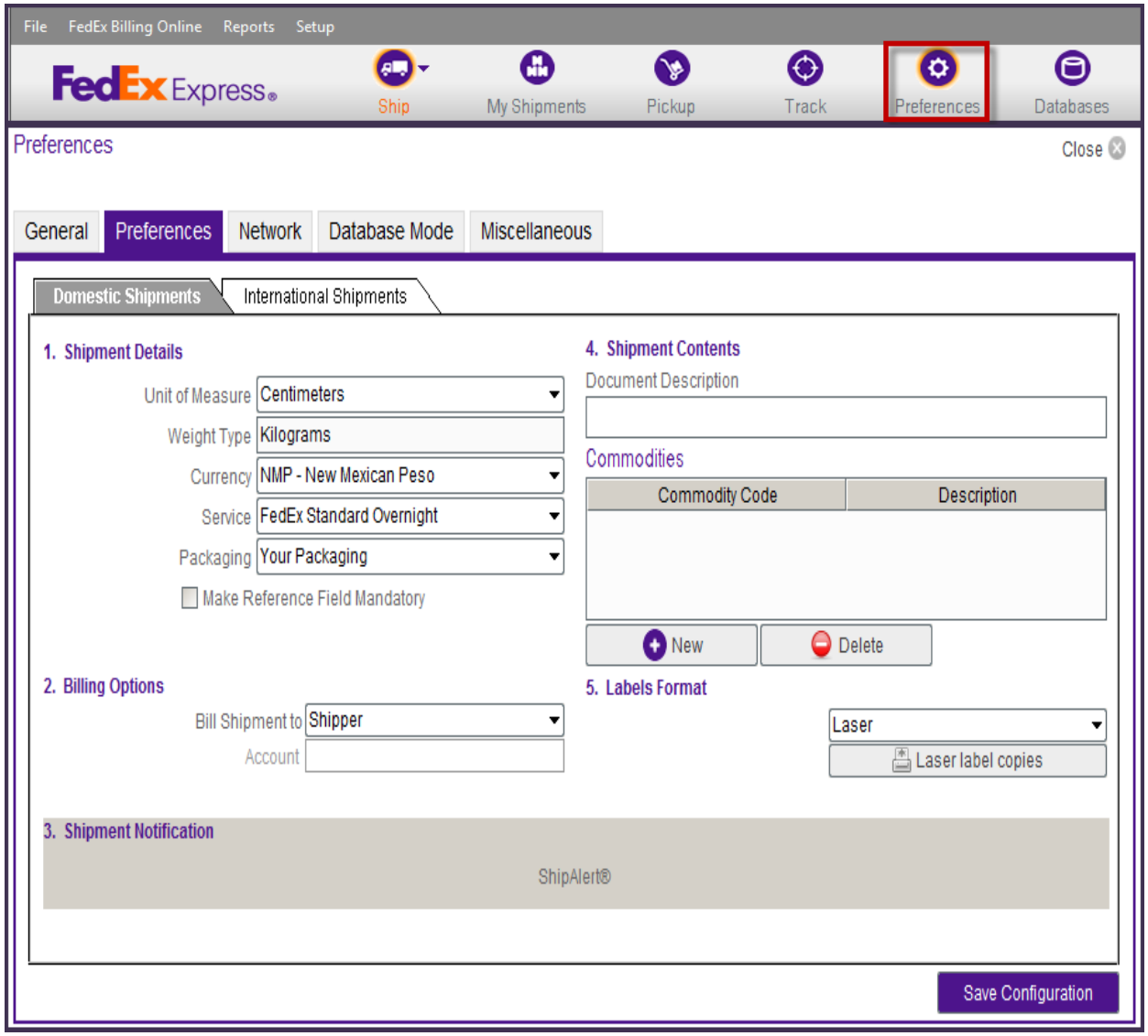
Sort your shipments by:
Ship Date
Delivery Status
Recipient Country
Recipient City
Recipient Name

Use the “Search” field to search for shipments by:
Tracking Number
Recipient City
Recipient Name

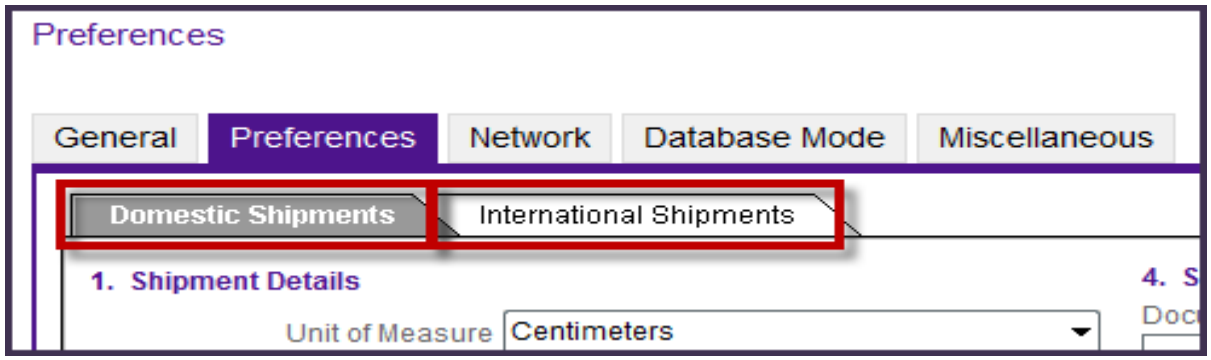
If your shipment has been delivered then click on the “Sighed by:” PDF link to view and print a copy of the delivery information including the delivery signature.

Delivery Information:
Status: Delivered
Delivered to: Receptionist/Front Desk
Signed for by: M.SOSA
Delivery location: 701 WATERFORD WAY 1000 MIAMI, FL 33126
Service type: FedEx International Priority
Delivery date: Mar 2, 2015 09:21

Preferences

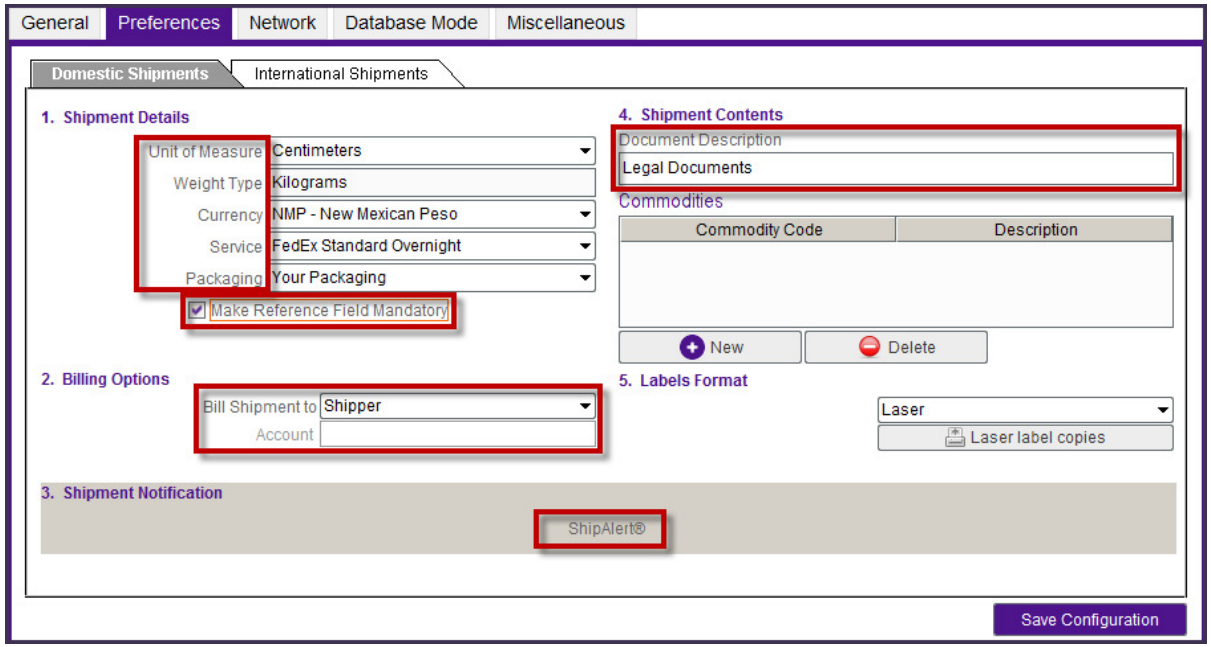


Preferences – Selecting Default Preferences



Click the “Preferences” icon to open the Preferences window. Setting your Preferences correctly can save you a lot of time when you are shipping packages.

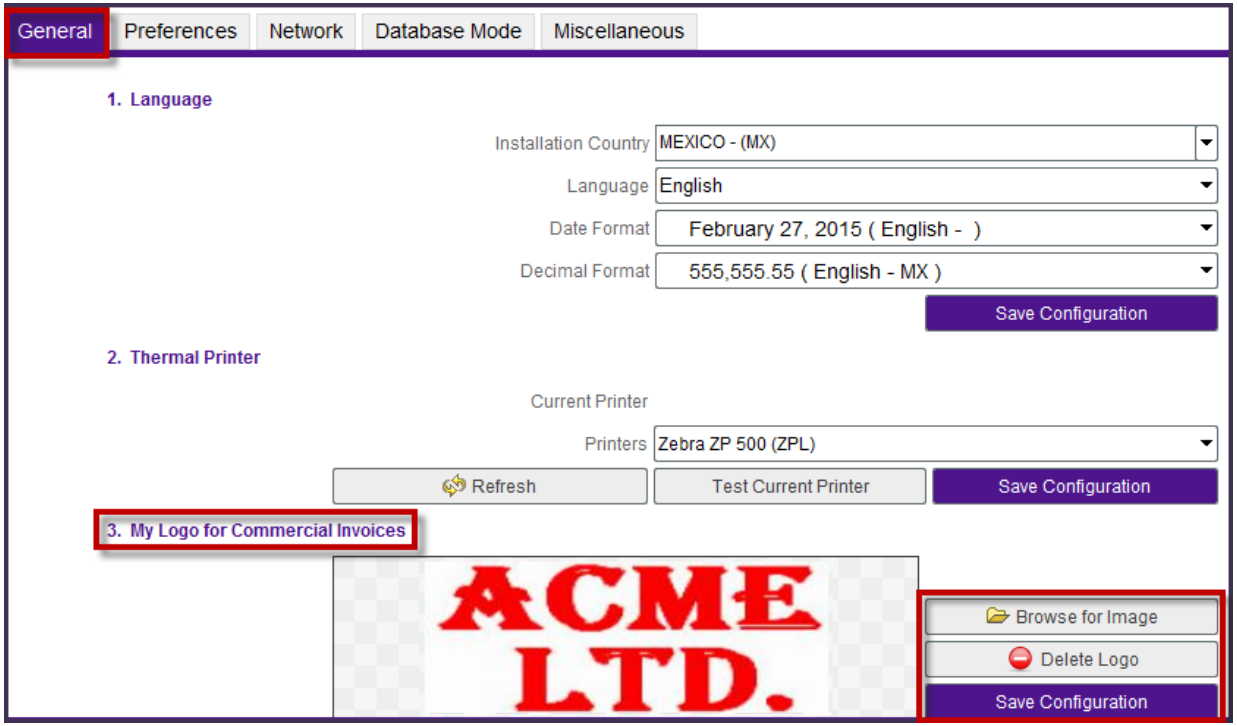
Note: International and domestic preferences are displayed separately.



Set default values for each field by selecting from the drop down lists or typing your own.

Note: Don’t forget to set default values for both International & Domestic.

Preferences – General – Add Logo's to Commercial Invoice



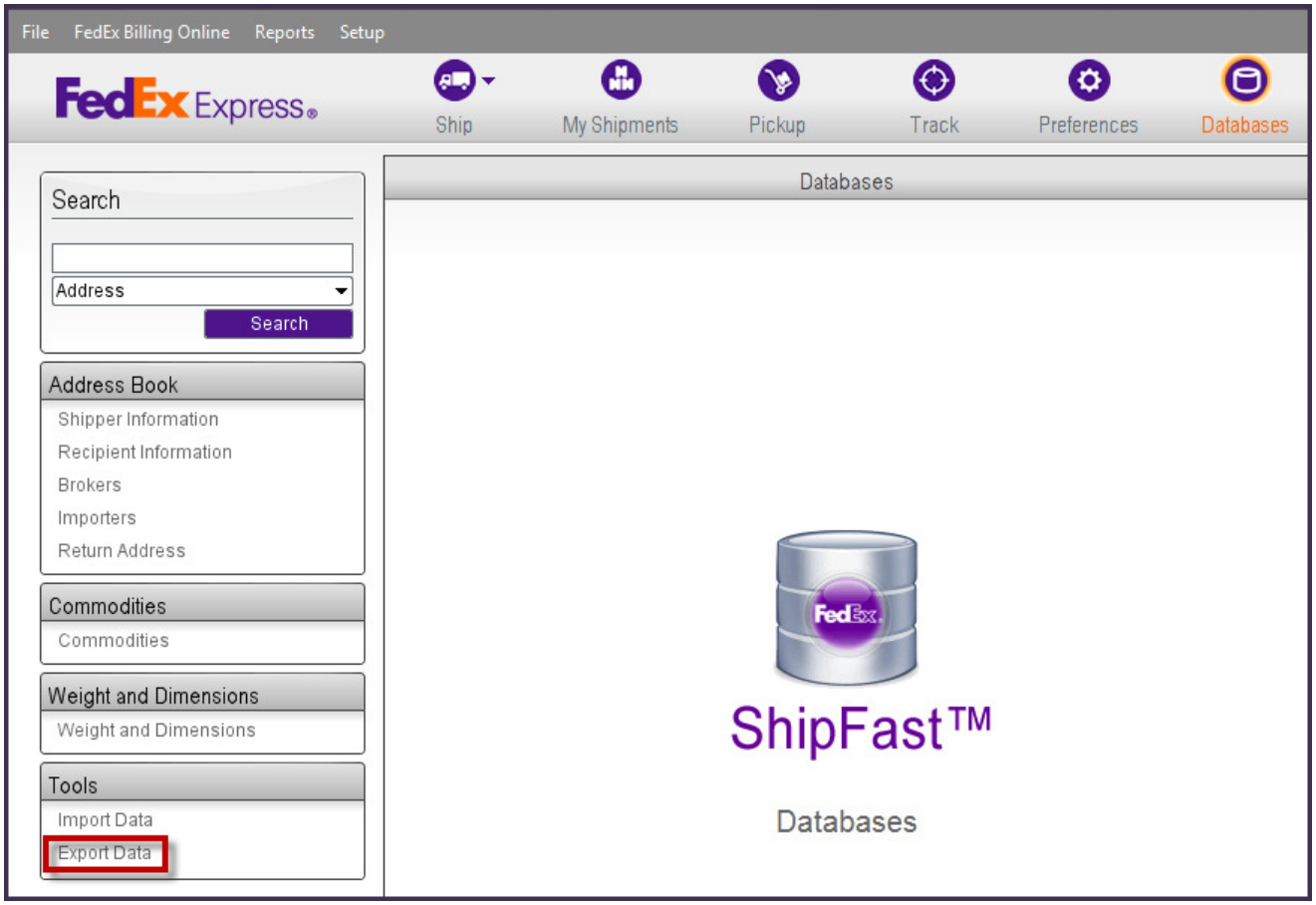
Click the "General" tab to open the General Preferences window.

If you plan to have FSM Software create your Commercial Invoice then it's a good idea to add your company logo to the form.

Go to section 3. "My logo for Commercial Invoice".
Click on "Browse for image".
Select image of your logo.
Click "Save Configuration" button.

Hint: Your logo image must be in either the GIF or PNG format and no larger than 700 pixels wide by 50 pixels tall.

Databases – Exporting or Backing Up Databases

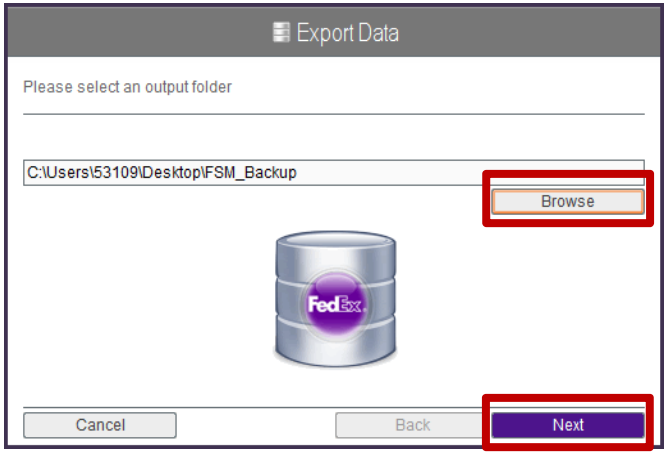


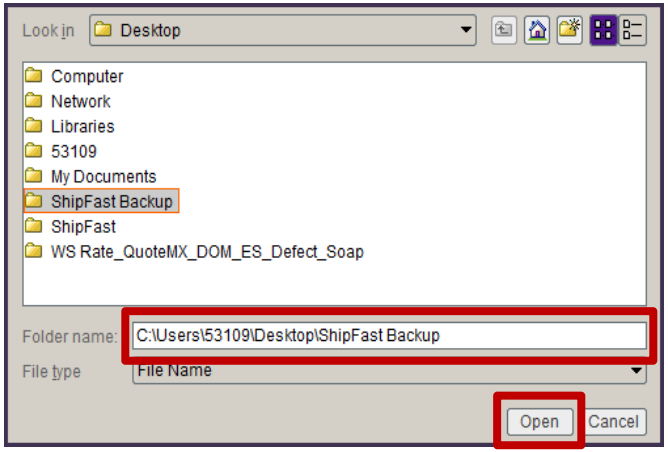
It's fast, easy and a good idea to back up your "Database" from time to time.

Click the "Database" icon at the top of your screen.

Click "Export Data" link in the lower left corner

Databases – Exporting or Backing Up Databases Continued

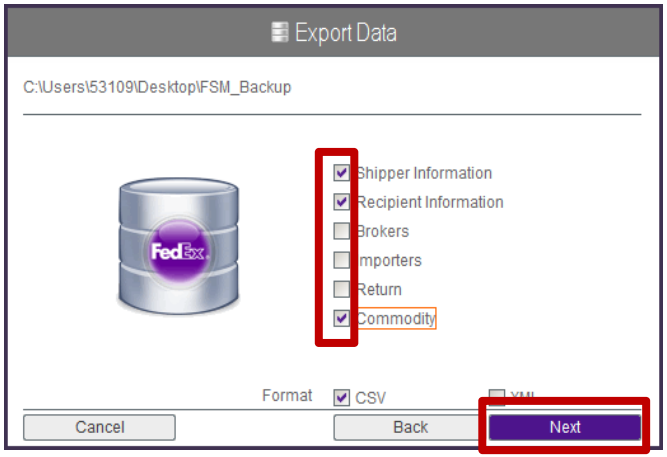


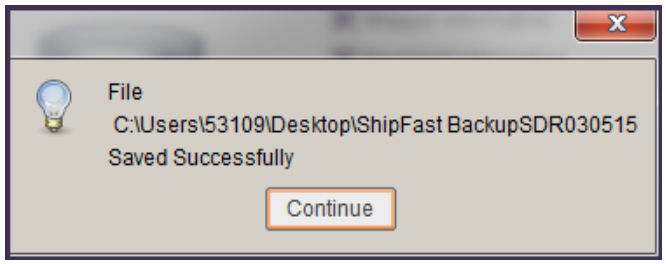


Click “Browse button.
Select location & folder name you want to export your databases to.

Note: The first time you export your databases you will need to create a folder on your computer to save them to.

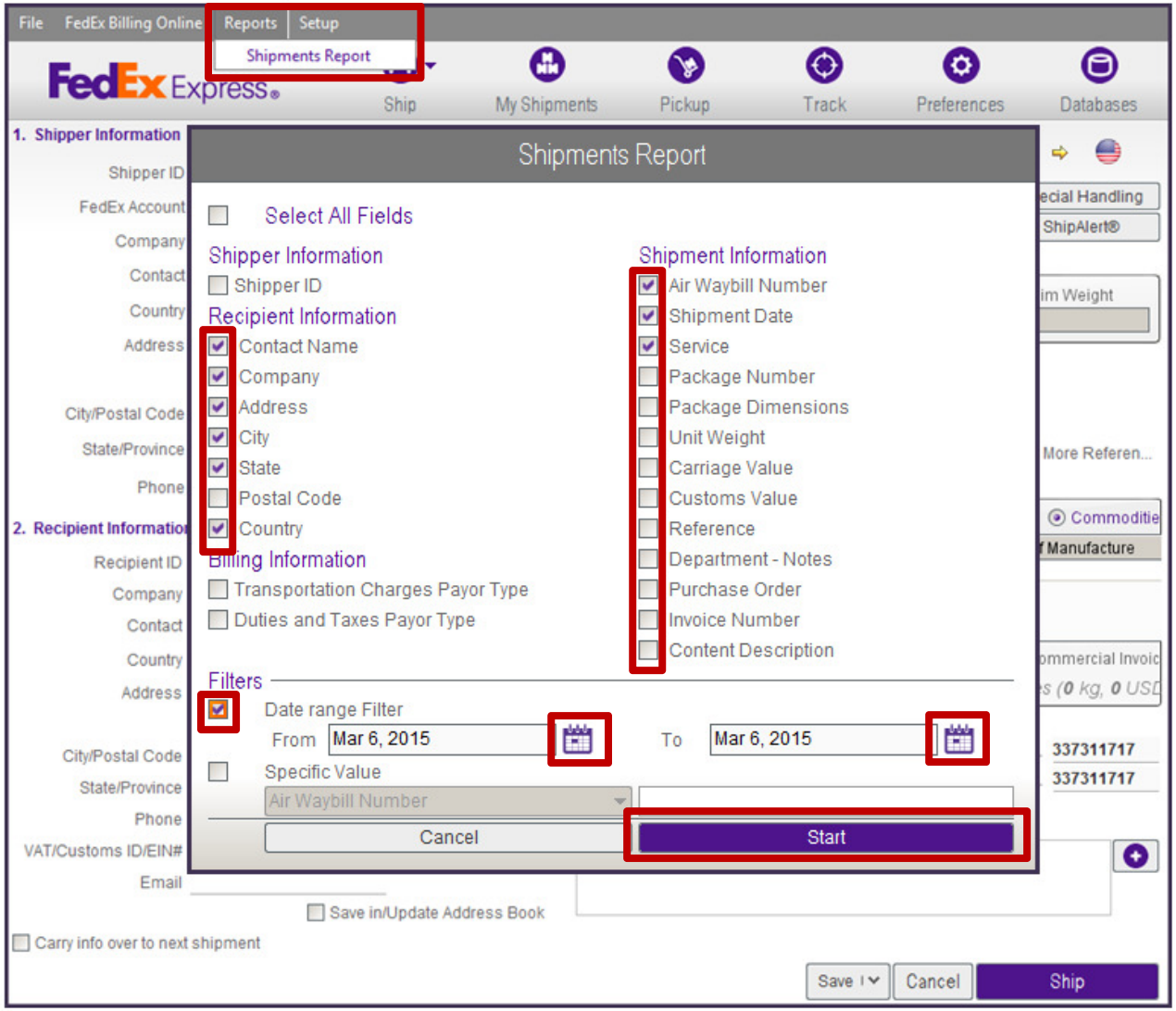
Select “Open” button.
Select “Next” button





Select tick boxes for databases you want to export.
Click “Next” button.
Observe “Saved Successfully” window.
Click “Continue” button.

Reports



Create custom management reports directly from your FSM Software.

At the top of the screen click “Reports” link.

Click “Shipments Report”.

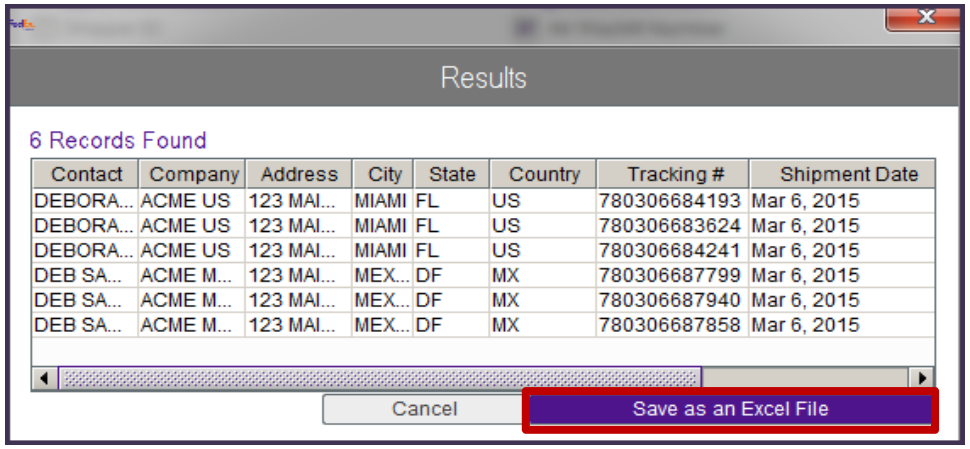
Click the tick box next to each of the items you want to see in your report.

Click the “Date range filter” tick box

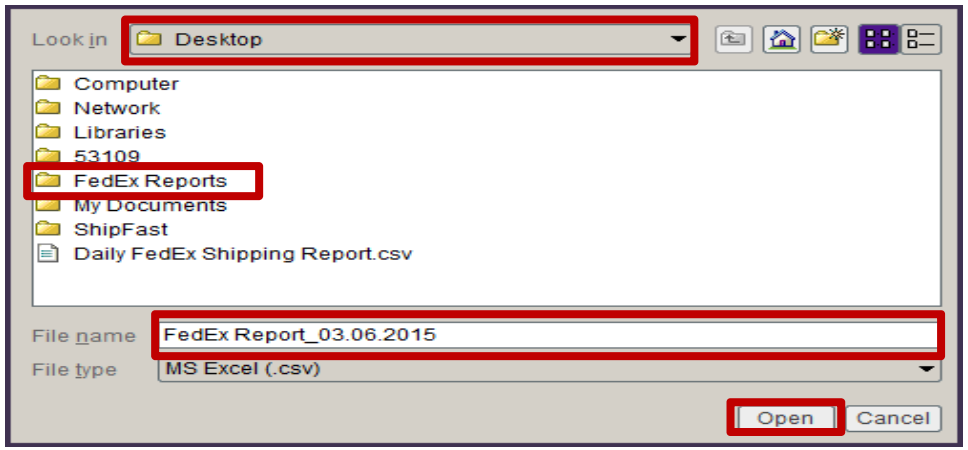
Click “From” & “To” calendar icons and select the date range for your report.

Click “Start” button

Reports


Results
6 Records Found
Contact Company Address City State Country Tracking # Shipment Date
DEBORA... ACME US 123 MAI... MIAMI FL US 780306684193 Mar 6, 2015
DEBORA... ACME US 123 MAI... MIAMI FL US 780306683624 Mar 6, 2015
DEBORA... ACME US 123 MAI... MIAMI FL US 780306684241 Mar 6, 2015
DEB SA... ACME M... 123 MAI... MEX... DF MX 780306687799 Mar 6, 2015
DEB SA... ACME M... 123 MAI... MEX... DF MX 780306687940 Mar 6, 2015
DEB SA... ACME M... 123 MAI... MEX... DF MX 780306687858 Mar 6, 2015
Cancel
Save as an Excel File

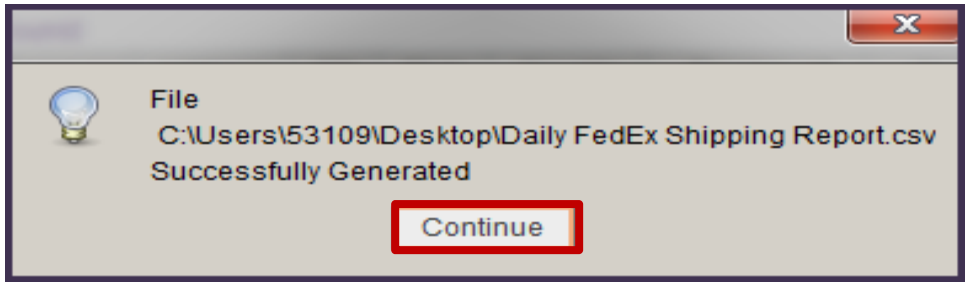
Click “Save as an Excel file” button.



Choose location folder to save your report to.

Give your report a unique name.

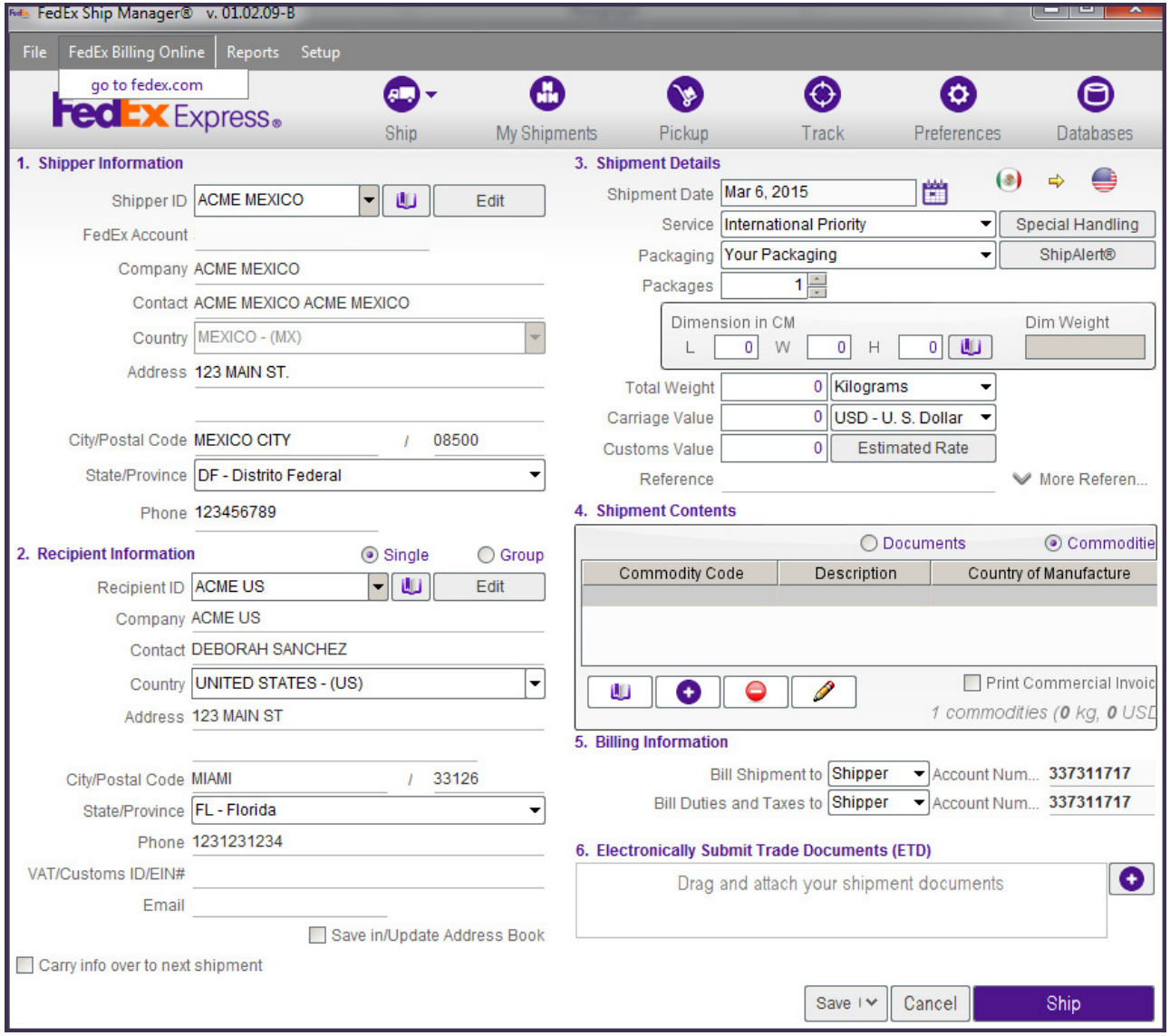
Click “Open” button.



Observe your report open and the report “Successfully Generated” window.

Click “Continue” button.

FedEx® Billing Online



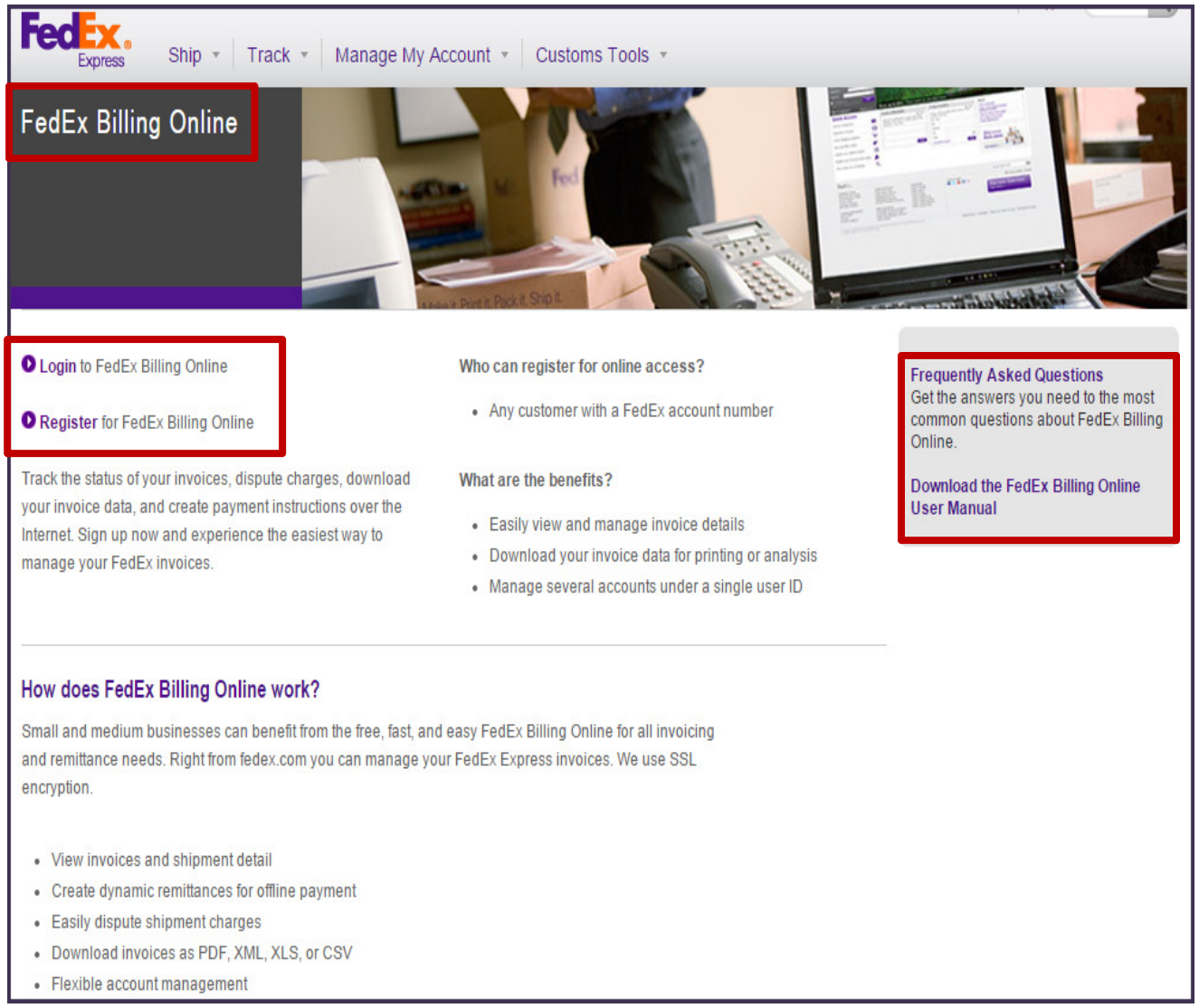
Instantly view, pay, dispute and manage your FedEx invoices with FedEx® Billing Online. You can even download and analyze your invoice data with the FedEx Reporting Tool or your preferred application.

At the top of the screen click “FedEx Billing Online” link.

Click “go to fedex.com”.

Note: FedEx® Billing Online is not available in Colombia.

FedEx® Billing Online - Continued


FedEx Express
Ship
Track
Manage My Account
Customs Tools
FedEx Billing Online
Login to FedEx Billing Online
Register for FedEx Billing Online
Track the status of your invoices, dispute charges, download your invoice data, and create payment instructions over the Internet. Sign up now and experience the easiest way to manage your FedEx invoices.
Who can register for online access?
Any customer with a FedEx account number
What are the benefits?
Easily view and manage invoice details
Download your invoice data for printing or analysis
Manage several accounts under a single user ID
Frequently Asked Questions
Get the answers you need to the most common questions about FedEx Billing Online.
Download the FedEx Billing Online User Manual
How does FedEx Billing Online work?
Small and medium businesses can benefit from the free, fast, and easy FedEx Billing Online for all invoicing and remittance needs. Right from fedex.com you can manage your FedEx Express invoices. We use SSL encryption.
View invoices and shipment detail
Create dynamic remittances for offline payment
Easily dispute shipment charges
Download invoices as PDF, XML, XLS, or CSV
Flexible account management

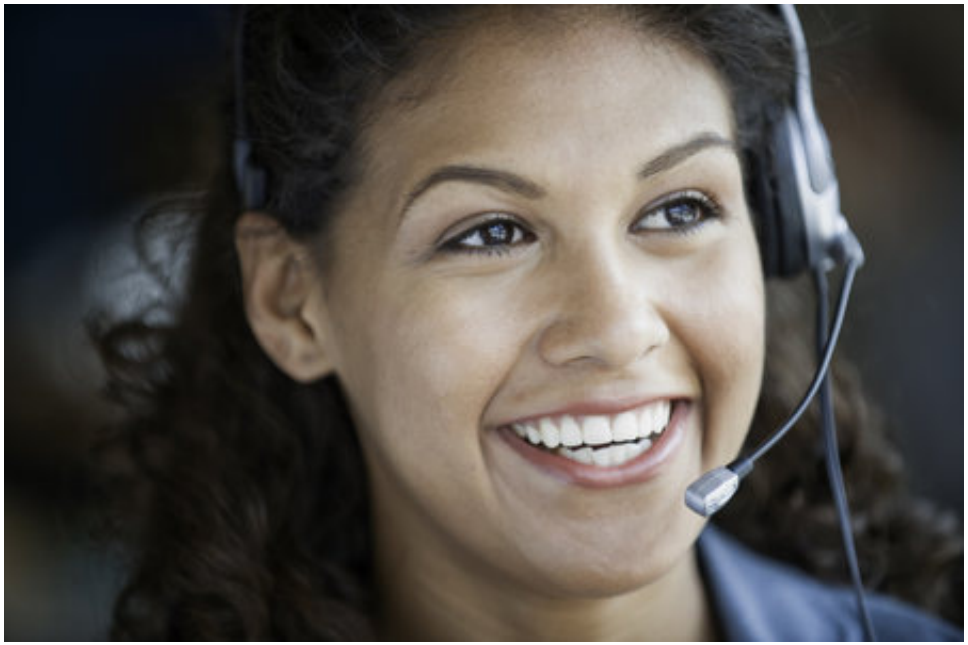
The FedEx Billing Online page is your complete source for everything related to FedEx Billing Online.

Go to the Fedex Billing Online page to:

- Register for FedEx Billing Online
- Login
- View Frequently Asked Questions
- Download the FedEx Billing Online User Manual

Hint: The first user to register an account for FedEx Billing Online is by default the billing online administrator. Please provide all requested company and contact information, and if necessary **two recent FedEx invoice numbers** issued within the last 60 days. (If you do not have two recent invoice numbers, please email us at TSC@corp.ds.fedex.com. Please include your name and telephone number so we can call and verify your account over the phone.)

Contact Us



Need Help?
Please email us at TSC@corp.ds.fedex.com. Please include your name and telephone number and we will call you within 1 business day.